

Failed Contact Process

SELDOC Failed Contact Process for Telephone Triage Cases

Duty Clinician unable to contact caller/patient on all telephone numbers
(Clinician to keep locked on the case until 3 attempts made or contacted successfully "own the case")

After 3 failed contact attempts, Duty Clinician to assess and make a **clinical decision** based on the clinical risk

Ambulance

Duty Clinician to call Ambulance and record in Adastra

Home Visit

Duty Clinician dispatches case to home visit

Mobile doctor visits patient

Close call

Clinician to record reason for closing call without contact. Must be clinically safe and low clinical risk. If clinical risk is significant then clinician should send a visit/999.

End