

## SFHCHS127

Advise on the health status and health care needs of individuals at a distant location using electronic communication media



---

### Overview

This standard covers advising on the health status and health care needs of an individual at a distant location using information provided through a variety of communication media and where the clinical practitioner giving the advice is at a central location. This includes the need to work collaboratively with a practitioner on-site at the individual's location in order to ensure the effective care of the individual.

Users of this standard will need to ensure that practice reflects up to date information and policies.

## SFHCHS127

Advise on the health status and health care needs of individuals at a distant location using electronic communication media

---

### Performance criteria

*You must be able to:*

- P1 ensure the set up and operation of electronic communication media:
  - P1.1 in accordance with manufacturer's instructions
  - P1.2 in accordance with local policy
  - P1.3 so as to optimise the data receipt and storage
- P2 establish and maintain an effective working relationship with the attending practitioner
- P3 communicate with the attending practitioner clearly and effectively using the correct protocols according to the electronic communication media in operation
- P4 direct the attending practitioner clearly and accurately as to the precise information you require
- P5 obtain as much information as possible about the circumstances leading up to the individual requiring emergency assistance
- P6 collect sufficient information to quickly confirm or discount a life-threatening or high risk situation and take appropriate action
- P7 monitor for and investigate any apparent changes in the individual's health status during the period you are in contact
- P8 obtain and make use of and interpret accurately all of the information available to
- P9 discuss and confirm your interpretation of the information with the attending practitioner
- P10 seek additional support and advice from other practitioners as necessary to ensure the advice you give is clinically well-founded
- P11 identify promptly the seriously ill individual
- P12 provide advice which:
  - P12.1 is taken from evidence based practice
  - P12.2 is likely to lead to the best possible outcome for the individual
  - P12.3 is appropriate to the nature, severity and extent of the individual's health needs
  - P12.4 balances any additional or unusual aspects of the individual's presenting symptoms against the overall picture of the individual's needs
- P13 make full and effective use of any protocols, guidelines and other sources of information and advice to inform your decision making
- P14 check and confirm that the attending practitioner has understood correctly the advice you have given
- P15 check and confirm the effects on the individual of the actions you have advised and provide further advice as needed to achieve the required results
- P16 maintain liaison with the attending practitioner for as long as necessary

## SFHCHS127

Advise on the health status and health care needs of individuals at a distant location using electronic communication media

---

to support the attending practitioner and secure the best possible outcome for the individual

- P17 seek opportunities to review the advice given, its effectiveness and any difficulties in communication and use these to improve future practice
- P18 maintain complete, accurate and legible records of:
  - P18.1 the transmitted information
  - P18.2 your interactionand make these available for future reference in line with organisational practices
- P19 treat all information received in line with organisational policy and practices with regard to confidentiality

## SFHCHS127

Advise on the health status and health care needs of individuals at a distant location using electronic communication media

---

### Knowledge and understanding

*You need to know and understand:*

- K1 the anatomy and physiology of the human body relevant to your clinical area of practice
- K2 the importance of a systematic and logical approach to information use and analysis and the risks associated with jumping to a premature conclusion
- K3 why it is important to be aware of and monitor changes in the individual's condition over the course of your interaction
- K4 why it is important to ensure that all information is taken into account in making decisions
- K5 the processes you would go through to arrive at a justifiable decision with regard to the advice to be given
- K6 sources of further information and support available to you
- K7 the importance of providing advice that comes from evidence based practice
- K8 the clinical techniques that may need to be employed by an attending practitioner on-site with an individual needing emergency assistance
- K9 the importance of clear communication in distant situations and how you would go about establishing that
- K10 how best to communicate clinical techniques to others at the scene of an emergency
- K11 the protocols associated with different types of communication system used in telemedicine
- K12 the need for correct set up and operation of receiving equipment for incoming telemetry
- K13 the importance of maintaining liaison for as long as needed to support the attending practitioner and ensure the best possible outcome for the individual
- K14 the need for, and means of establishing, an effective partnership with the attending practitioner
- K15 the importance of recording information clearly, accurately and legibly
- K16 the organisational policy and practices with regard to the storage and sharing of records, including Integrated Care Record Systems (ICRS)
- K17 opportunities and mechanisms by which you can review and evaluate the impact of advice you have given and use it to improve future practice
- K18 how and from whom informed consent should be obtained when working with a child, young person, vulnerable adult or older person
- K19 the ethics concerning consent and confidentiality, and the tensions which may exist between an individual's rights and the organisation's responsibility to individuals

## **SFHCHS127**

Advise on the health status and health care needs of individuals at a distant location using electronic communication media

---

### **Additional Information**

#### **External links**

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB6 Assessment and treatment planning

## SFHCHS127

Advise on the health status and health care needs of individuals at a distant location using electronic communication media

---

<b>Developed by</b>	Skills for Health
---------------------	-------------------

---

<b>Version number</b>	1
-----------------------	---

---

<b>Date approved</b>	June 2010
----------------------	-----------

---

<b>Indicative review date</b>	June 2012
-------------------------------	-----------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Skills for Health
---------------------------------	-------------------

---

<b>Original URN</b>	CHS127
---------------------	--------

---

<b>Relevant occupations</b>	Health, Public Services and Care; Healthcare and Related Personal Services
-----------------------------	----------------------------------------------------------------------------

---

<b>Suite</b>	Clinical Health Skills
--------------	------------------------

---

<b>Key words</b>	Telephone advice, NHS24, NHS direct, out of hours,
------------------	----------------------------------------------------

---