

SFHTEL3

Provide interim clinical advice to individuals who are waiting for treatment and care



Overview

This standard covers giving interim clinical advice and information to individuals or others who might be with them, whilst they wait for treatment and care. It may involve talking via the telephone to an individual in a variety of locations or you may be talking to someone in a waiting/reception area in a healthcare environment. The aim of the communication process is to stabilise the individual's condition and prevent them from deteriorating until the appropriate treatment or care is available. Advice and information may be given directly to the individual, for example telling a pregnant woman how to manage her contractions. It may also be given to a third party for example advising them how to keep someone warm and calm whilst waiting for help to arrive.

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

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Performance criteria

You must be able to:

- P1 be able to explain clearly and calmly to the individual or third party your own role and its scope, responsibilities and accountability in relation to the provision of interim clinical advice
- P2 explain clearly:
 - P2.1 any clinical techniques to be followed and their intended outcomes
 - P2.2 anything they should be monitoring and how to react to any changes
 - P2.3 any expected side effects of the techniques
 - P2.4 any actions to be taken if these occur
- P3 clarify and confirm that the individual or third party understands the advice being given and has the capacity to follow required actions
- P4 provide information that:
 - P4.1 is current best practise
 - P4.2 can be safely put into practice by people who have no clinical knowledge or experience
 - P4.3 acknowledges the complexity of any decisions that the individual or third party has to make
 - P4.4 is in accordance with patient consent and rights
- P5 communicate with the individual, or the third party, in a manner that is appropriate to their level of understanding, culture and background, preferred ways of communicating and which meets their needs
- P6 communicate with the third party in a manner that is mindful of:
 - P6.1 how well they know the individual
 - P6.2 the accuracy and detail that they can give you regarding the situation and the individual's medical history, medication etc
 - P6.3 patient confidentiality, rights and consent
- P7 manage any obstacles to effective communication and check that your advice has been understood
- P8 provide reassurance and support to the individual or third party who will be implementing your advice, pending further assistance
- P9 ensure that you are kept up to date regarding the individual's condition so that you can modify the advice you give if required
- P10 ensure that full details of the situation and the actions already taken are provided to the person or team who take over the responsibility for the individual's care
- P11 recognise the boundary of your role and responsibility and the situations that are beyond your competence and authority

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Knowledge and understanding

You need to know and understand:

- K1 why your role, responsibilities and accountability should be explained
- K2 the general advice and clinical techniques that may need to be employed before the person or team ultimately responsible for the care of the individual arrives
- K3 how best to communicate general advice and clinical techniques to individuals and third parties, bearing in mind that they are likely to be unfamiliar with these and will need reassurance
- K4 the steps you would take to ensure that the privacy, dignity, wishes and beliefs of the individual are maintained
- K5 the importance of clear communication in distant locations and how you would establish this
- K6 how to provide advice whilst adhering to relevant legislation, policies, protocols and guidelines regarding patient confidentiality and consent
- K7 the importance of recording information clearly, accurately and legibly
- K8 the legislation, policy and practices with regard to the documentation, storage and sharing of information and records including the use of Integrated Care Record Systems (ICRS)
- K9 your role and the importance of working within your own scope of practice

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Additional Information

External links

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

Dimension: HWB7 Interventions and Treatment

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Developed by	Skills for Health
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Version number	1
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Date approved	June 2010
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Indicative review date	June 2012
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Validity	Current
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Status	Original
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Originating organisation	Skills for Health
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Original URN	TEL3
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Relevant occupations	Health, Public Services and Care; Health Professionals; Healthcare and Related Personal Services
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Suite	Teleadvice
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Key words	third party, interim, clinical advice, telephone advice, emergency
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