



# LITTLE FLOWER ENGLISH SCHOOL DUBAI

## REFERRAL AND PATIENT POLICY

This policy & procedures are reviewed annually to ensure compliance with current regulations.

Approved/ Reviewed by	
Policy Lead	DR. SHAFIA
Role	SCHOOL DOCTOR
Date of review	21-03-2024
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Signature	



## REFERRAL AND PATIENT TRANSFER

### PURPOSE

- To provide guidelines for referral of student from Little Flower English School to the preferred hospital or other healthcare facility.
- To facilitate easy referral for students who require emergency or further treatment and utilize the specialization of other facility.
- To maintain student's welfare and ensuring continuity of care during transfer.

### POLICY

- The registered school nurse who shall participate in the referral/transfer of care to student from the school to other facility assume the over-all responsibility ensuring student safety and continuity of care is maintained during the transfer process.
- Student seen at LFES School clinic must be stabilized before a referral and/or during the transfer to other facility.
- The school nurse's justifiable reason indicative for referring/transferring patient to other facility is based on the following:
  - Urgency for transfer due to student's medical condition
  - Student's need for a specialized care is not available at the school clinic
  - Ineligibility for treatment at LFES clinic.
  - Personal preference of the parents
- Student safety during the transfer must be ensured by the school providing:
  - Escort of registered school nurse
  - Prompt call of #998 ambulance ensuring speedy arrival to the school
- For **non-emergency referrals**, the school nurse will contact the parent regarding the status of the student. The parent has the choice to which clinic/hospital they will go for the medical check-up of the student. An early leaver slip is given to the parent/guardian prior to leaving the school premises. The school nurse will advise the parent who collected the student to give feedback or provide the documents

coming from the hospital or clinic of choice for continuity of care. The school nurse will then check the student for follow-up.

- For **emergency referrals**, the school nurse will directly contact the parents and then calling the ambulance regarding the status of the student. Referral form should be properly filled up by the school nurse. If the parents are not available to help, the administration side will take over and assist the student. All reasonable costs involved will be reimbursed.
- Student who requires urgent referral/transfer will be referred immediately accompanied by the responsible school nurse escort with the responsible family member while verbal references is being arranged between the referring school nurse and the receiving facility doctor.

## **SCOPE**

- It applies to the responsible school nurse/registered nurse escorts for referring and transferring student to other healthcare facility.

## **RESPONSIBILITIES**

- The referring school nurse is responsible to practice best judgment in deciding when the student is to be referred after full assessment of the patient condition that determine the need and urgency of transfer.
- The family must be informed of the transfer and the reason for transfer shall be explained.
- Identify the receiving facility where the student and family decide to be transferred.
- Coordinate and communicate with the receiving facility physician for acceptance of transfer, DO NOT delay transfer in case of emergency.
- Document the date and time the decision to transfer is made.
- Document the date and time the actual transfer is completed.
- The school nurse is to prepare for transfer, arranging ambulance, medications and equipment required.
- The school nurse shall ensure the student's condition, with stable vital signs, and dressing are intact and no bleeding in sites.
- Ensure the patient is safe during and when received by the receiving facility.

## **PROCEDURE**

- The school nurse assesses the medical status of the student and confirms the need for referral to other facility.
- The school nurse notifies the parents of the reason for referral/transfer to other hospital/facility.
- The school nurse contacted the receiving facility physician-on-duty and student details are verbally discussed prior to transfer.

- Relevant date, time of the referral and the name of the physician/nurse and the receiving hospital must be recorded.
- Confirmation of acceptance from the receiving hospital is documented.
- The school nurse is responsible to arrange student transfer with the ambulance, to call #998.
- Prior to student transfer, the nurse shall arrange for:
  - Medications that student is receiving
  - If the patient is with cut wound, check for the clean wound site, and ensure that there is no bleeding from the site, keep the dressing dry
- The school nurse ensures that student must be safe, comfortable and in stable condition while being transported and hand-over to the receiving facility.

### **DEFINITIONS/ABBREVIATIONS**

- *Referral* is the transfer of responsibility of one student/patient to the care and further treatment to another healthcare facility.
- *Referring facility* is the referring health facility where the student/patient is currently being treated.
- *Receiving facility* is the accepting healthcare facility where the patient is being referred.
- *Emergency referral* requires immediate referral to another healthcare facility wherein the student's condition is life-threatening and critical which requires immediate treatment of no delay.
- Non-emergency is a referral where the student/patient's medical condition doesn't need urgent care but seeking referral to be treated in another healthcare facility.
  - Early referral is an early appointment booked within 1 week to prevent impending complications.
  - Routine referral requires only a second opinion and further investigations and treatment within 1 month.
  - Primary care is a service rendered to a student/patient who is in good health but shows early symptoms of a disease.
  - Secondary care is a service rendered to a student/patient who maybe asymptomatic but shows serious stage of the disease that requires moderately specialized treatment and management.
  - Primary health care center is the center where the student/patient's come with the first appearance of the early symptoms of their illnesses.
  - Tertiary care covers levels of diseases that are a serious threat to the health of the student/patient and requires highly technical and specialized knowledge, facilities and personnel.