



POLICY ON THE PROVISION OF EMERGENCY DEPARTMENT TELEPHONE MEDICAL ADVICE

1. PURPOSE AND SCOPE

- 1.1 This document is a policy of the Australasian College for Emergency Medicine and relates to the use of provision of emergency medical advice over the telephone to patients who phone a hospital emergency department.
- 1.2 The policy is applicable to emergency departments in general

2. POLICY

- 2.1 The Australasian College for Emergency Medicine recognises that patients and health professionals will telephone the emergency department in an attempt to seek emergency medical advice.
- 2.2 The Australasian College for Emergency Medicine believes that advice for emergency medical conditions should include first aid instruction as well as advising the caller to seek further assistance by calling an ambulance or presenting to the nearest emergency department.

3. PROCEDURE AND ACTIONS

- 3.1 Emergency departments should ensure that all emergency department staff are aware of the policy on telephone advice.
- 3.2 The caller should be notified that the call will be recorded.
- 3.3 If advice is given, the date, time and advice must be recorded either by tape or in a designated folder.