

Outreach Services of Indiana

EMERGENCY ROOM CHECKLIST: PREPARING FOR AND DURING THE EMERGENCY ROOM VISIT

Client Name: _____

Instructions: Staff to initial each area as completed. Document any comments related to the completion of each task in the space provided. Forward or file completed Checklist according to agency protocol.

- _____ 1. **Call 911 if a life threatening emergency exists. Provide CPR/first aid as needed until emergency personnel arrive.**
- _____ 2. Offer the individual explanations and calm reassurance when necessary.
- _____ 3. Provide information regarding the emergency and any current health related information to Emergency Medical Services (EMS) personnel.
- _____ 4. Accompany the person to the ER if possible.
- _____ 5. Ensure information is delivered to the ER by hand delivery, fax or phone including information on health, medication, insurance and contact information for guardian/healthcare representative and provider.
- _____ 6. Notify family/guardian and necessary agency personnel of ER visit as soon as it is safe to do so.

If you cannot accompany the person:

- _____ 7. Call the ER to introduce yourself, explain your relationship to the person and alert them that the person is in transit and why. Explain that someone will arrive as soon as possible to support the person.
- _____ 8. Be prepared to give the ER pertinent information that will assist them in caring for the person including why the person is coming, events leading up to the emergency and health and medication information.
- _____ 9. Provide phone numbers for guardian/HCR and provider agency staff if applicable.
- _____ 10. Inquire how to best get written information to the ER.

- _____ 11. Inform family/guardian and essential agency personnel of the medical emergency and that the individual was sent to the ER without support staff.
- _____ 12. Arrange for a support person to go to the ER as soon as possible.

If accompanying the person to the ER:

- _____ 13. Inform hospital staff of the recent incident and provide needed health history information.
- _____ 14. Stay with the individual to provide support and assist with communication
- _____ 15. Encourage and facilitate communication with the individual.
- _____ 16. Refer the healthcare provider to a person in the provider agency, a guardian, or to written information if you do not know answers to the healthcare provider's questions.
- _____ 17. Discuss anticipated difficulties or resistance with procedures/examinations with the healthcare provider
- _____ 18. Assist with explanations and provide support for procedures/examinations. This may include providing diversions or requesting shorter, simpler events or steps with breaks in between.
- _____ 19. Assist with transfer and positioning.
- _____ 20. **DO NOT give verbal or written consent** for invasive procedures—refer the healthcare provider to the guardian or healthcare representative if individual cannot give own consent.
- _____ 21. Ask hospital staff to keep you informed. Ask what tests or procedures are being ordered/performed and request the results of those tests.
- _____ 22. Keep Guardians/Healthcare Representatives and agency personnel informed of the emergency room recommendations and actions.
- _____ 23. Assist in supporting the person but do not give the person any medication or anything to eat or drink without permission/directive of hospital personnel.
- _____ 24. Inform hospital personnel of any dysphagia, positioning or other necessary special accommodations.

Comments: _____

