



# MANAGING EMERGENCY ROOM VISITS: PREPARING FOR AND DURING THE ER VISIT CHECKLIST

## C H E C K L I S T

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

**Client Name:** \_\_\_\_\_

**Instructions:** Staff to initial each step as it's completed. Document any comments related to the completion of each task in the space provided. Forward or file completed Emergency Room (ER) 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, medications, insurance, and contact information for guardian/health care representative (HCR) 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 individual to the ER:*

- \_\_\_\_\_ 1. Call the ER to introduce yourself, explain your relationship to the individual, and alert them that the individual is in transit and why. Explain that someone will arrive as soon as possible to support him or her.
- \_\_\_\_\_ 2. Be prepared to give the ER pertinent information that will assist them in caring for the individual, including why the person is coming, events leading up to the emergency, and health and medication information.
- \_\_\_\_\_ 3. Provide phone numbers for guardian/HCR and provider agency staff, if applicable.
- \_\_\_\_\_ 4. Inquire how to best get written information to the ER.



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

*If accompanying the person to the ER:*

- 1. Inform hospital staff of the recent incident and provide needed health history information.
- 2. Stay with the individual to provide support and assist with communication
- 3. Encourage and facilitate assist with communication with the individual.
- 4. Refer the health care provider to a person in the provider agency, a guardian, or to written information if you do not know answers to the health care provider's questions.
- 5. Discuss anticipated difficulties or resistance with procedures/examinations with the health care provider
- 6. Assist with explanations and provide support for procedures/examinations. This may include providing diversions; requesting shorter, simpler events; or steps with breaks in between.
- 7. Assist with transfer and positioning.
- 8. **DO NOT give verbal or written consent for invasive procedures.** Instead, refer the health care provider to the guardian or health care representative if individual cannot give consent.
- 9. Ask hospital staff to keep you informed. Ask what tests or procedures are being ordered/ performed and request the results of those tests.
- 10. Keep guardians, HCRs, and agency personnel informed of the emergency room recommendations and actions.
- 11. 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.
- 12. Inform hospital personnel of any dysphagia (difficult swallowing), positioning, or other necessary special accommodations.



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## C H E C K L I S T

Comments: \_\_\_\_\_  
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Staff Completing: \_\_\_\_\_ Date: \_\_\_\_\_