

## PROCESS "ABOUT ME" CARD EMERGENCY DEPARTMENT

### STEP 3

#### PATIENT TO BE TRIAGED

- **Initial Conversation:** Patients will begin their conversation during the triage process. They can remain in their cars until triaged, after which they may sit in a designated area if necessary.
- **Setting Expectations:** During triage, it's important to communicate realistic expectations. Sometimes, adjustments might not be possible, so initiate a dialogue with the patient to explore how we can adapt and truly listen to their needs.

### STEP 1

#### APPLICATION MADE

Application created, and sent to Patient Experience team to be added to Lorenzo as an alert.



### Security

Each day, a list will be sent to the security team, detailing individuals who possess an "About Me" card. This list will include specific triggers, ensuring the team is fully aware of appropriate actions to take and those to avoid.

\*This will not show recent admissions to ED\*

### STEP 2

#### PATIENT ATTENDS ED WITH AN ABOUT ME CARD

Patient attends ED, checks in at reception, and lets the reception staff know they have a card.

Poster to be displayed reiterating that the card is accepted and that where possible reasonable adjustments will be made.

### STEP 4

#### WAITING ROOM/ POST TRIAGE

Volunteers and waiting room nurses to co-ordinate with those with About Me cards to and check that they are ok, and regularly update them with information to avoid overwhelm and keep communicating with patient and communicate with ED Doctors about triggers etc.

### STEP 5

#### DISCHARGE

Once the patient has been through ED, the patient will of had a good experience and felt their treatment reduced anxiety and triggers.

### STEP 6

#### TRANSFERRED TO A AMU/ WARD

If a patient is transferred from the Emergency Department (ED) to a ward, the ward will be informed about the card. They will strive to implement reasonable adjustments and initiate a conversation with the patient, ensuring that they are aware of their commitment to assist with any triggers.

## PROCESS "ABOUT ME" CARD OUTPATIENT APPOINTMENT

### STEP 1

#### APPLICATION MADE

Application created, and sent to Patient Experience team to be added to Lorenzo as an alert.



#### Security

Each day, a list will be sent to the security team, detailing individuals who possess an "About Me" card. This list will include specific triggers, ensuring the team is fully aware of appropriate actions to take and those to avoid.

\*This will not show recent admissions to ED\*

### STEP 3

#### PHONE CALL TO PATIENT

Outpatients will reach out to the patient to acknowledge their card and inquire about any reasonable adjustments necessary to ensure they feel safe and heard.



### STEP 4

#### PATIENT ATTENDS APPOINTMENT

On arrival of appointment, reception staff and clinicians will be alerted and aware that patient has specific requirements and will communicate and start a conversation about their triggers.

### STEP 2

#### ABOUT ME CARD ALERT ON PIVOT

If an alert appears prior to the appointment, both the patient and staff will review the necessary adjustments in advance.



Patient will feel reassured, listened to and supported.