



Victim Support Staff Access To Patients Procedure

Procedure Number
WCDHB-PN-0115

Version Nos:
4

1. Purpose

This Procedure outlines the process to be followed when Victim Support Staff request access to a patient.

2. Application

This Procedure is to be followed by all staff throughout the West Coast District Health Board (WCDHB).

3. Definitions

There are no definitions associated with this Procedure.

4. Staff Authorised To Perform Procedure/Responsibilities

For the purposes of this Procedure:

the *Hospital Telephonist/Receptionist* is required to:

- receive the request from Victim Support Staff;
- check with the Clinical Nurse Leader/After Hours Co-ordinator.

the *Clinical Nurse Leader/After Hours Co-ordinator* is required to:

- liaise with the relevant patient and check if they wish to be visited by Victim Support Staff.

5. Resources Required

This Procedure requires:

- i) Patient Medical Record

6. Process

- 1.00 Victim Support Staff are to contact the hospital via the Hospital Telephonist/Receptionist, and must identify themselves and give the name of the patient they wish to visit.
- 1.01 The Hospital Telephonist/Receptionist is to contact the relevant Clinical Nurse Leader/After Hours Co-ordinator.
- 1.02 The relevant Clinical Nurse Leader/After Hours Co-ordinator is to liaise with the patient concerned and ensure their wishes are followed regarding a visit by the Victim Support Staff.
- 1.03 If the patient's condition is such that a visit is contraindicated, then the Clinical Nurse Leader/After Hours Co-ordinator is to inform the Victim Support Staff of this.
- 1.04 No personal information regarding the patient is to be released without the patient's prior consent or that of their Representative (and this having been documented).



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- 1.05 The following details are to be recorded in the patient's medical record:
- i) the name of the Victim Support Staff member requesting access to the patient;
 - ii) the name of the Police Officer who referred them to the hospital;
 - iii) date and time.

7. Precautions And Considerations

- ➔ Victim Support Staff are to visit patients only with their prior consent
- ➔ No personal information regarding the patient is to be released without the patient's prior consent (and this having been documented).
- ➔ Document details relating to the visit

8. References

There are no references associated with this Procedure

9. Related Documents

WCDHB Disclosure of Patient Information Procedures

Revision History	Version:	4
	Developed By:	Quality Improvement Co-Ordinator
	Authorised By:	Director of Nursing
	Date Authorised:	January 1996
	Date Last Reviewed:	November 2007
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