

 <p><b>BAY OF PLENTY</b> DISTRICT HEALTH BOARD HAUORA A TOI</p>	<b>ALERTS – SOCIAL</b>	<b>Policy 6.1.5 Protocol 2</b>
<b>ALERTS PROTOCOL</b>		

### STANDARD

All Bay of Plenty District Health Board (BOPDHB) social alerts will be placed on the patient's health record (electronic and hard copy) where a potential risk is identified for a patient or staff member's safety.

Social alerts will be endorsed by the Regional Manager, Clinical Support Services with advice sought from clinical and legal experts as required.

### OBJECTIVE

To define a robust process where social alerts are identified, endorsed, added to, reviewed and removed from a patient's health record (electronic and hard copy).

### PROCEDURE

1. Staff member completes Social Alert form, discusses with Team / Service Leader and obtains their signoff.
2. Completed Social Alert form is sent to the Regional Manager, Clinical Support Services, Tauranga Hospital.
3. Alert is considered from information provided and the Regional Manager, Clinical Support Services will notify the requester of the decision. Additional advice may be sought from relevant clinical and legal experts and / or the Team / Service Leader.
4. Alert is endorsed and forwarded to Health Records to:
  - 4.1 update the local patient management system with the alert
  - 4.2 scan and upload the Alert form to the patient's electronic health record
  - 4.3 place a hard copy in the front of the patient's hard copy health record if one exists
  - 4.4 place a fluorescent "Alert" label on the front cover of the patient's hard copy health record if one exists.

### ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 6.1.5 Alerts
- Bay of Plenty District Health Board policy 6.1.5 protocol 0 Alerts – Standards
- Bay of Plenty District Health Board policy 6.1.5 protocol 1 Alerts – Medical (Allergic Responses / Adverse Reactions and High Risk Issues)
- Bay of Plenty District Health Board policy 6.1.5 protocol 3 Alerts – ED Management Plans
- Bay of Plenty District Health Board policy 2.5.2 Health Records Management
- Bay of Plenty District Health Board policy 2.5.1 Health Information Privacy
- Bay of Plenty District Health Board policy 5.5.1 Security
- Bay of Plenty District Health Board policy 5.5.3 Trespass
- Bay of Plenty District Health Board policy 6.5.1 protocol 5 Discharge - Issuing Medical Electrical Equipment to Medically Dependent Electricity Consumers
- Bay of Plenty District Health Board Form FM.A11.2 Alert - Social

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Protocol Steward: Regional Manager, Clinical Support Services, HSS	Authorised by: Medical Director	