

STANDARD OPERATING PROCEDURES

TRIAGE

All the patients should be triaged according to the triage protocol which will decide the level of care by the nurse. Triage category IV and V will be directed to the ACO chamber and rest should be directed to the treatment room for the further assessment by the doctor on duty.

Resuscitation room care:

- Patients should be managed accordingly as per the resuscitation protocol.
- **Isolation Room Care:** Patients with the suspected communicable illness should be observed in this room until further disposition.

Observation Room Care:

- The nurse should perform the initial assessment. This should be further assessed by the doctor.
- Doctor and nurses should follow ethical code of conduct and universal precautions.
- Assessment, evaluation and monitoring of the patient should be done as per the ED protocol.
- All the investigations (Laboratory, Radiology, etc.) should be done as soon as possible and reports to be collected at the earliest.
- Concerned specialist should be informed as soon as possible. Meanwhile detail information should be obtained from the family/party.
- Effective treatments should be started as soon as possible.
- Drugs and equipments should be checked and monitored on every shift of duty.
- Hygiene and sanitation should be maintained at all time. Infection control and waste management protocol should be strictly followed.
- All important information regarding patients should be written on the information board and updated on time.
- Documentation and record should be maintained properly and strictly.

MONITORING

- Monitoring of the patients should be done strictly as per protocol.

DISPOSITION

- Disposition of the ED patients should be done within 24 hours as far as possible.
- After consultation with the specialist, if the patient is sent to OT, the concerned specialist and the ward should be informed.
- All patients discharged from the ED should be given appropriate information regarding medicines, diet, care and follow up.
- Death certificate will be given to only those patients who die in ED or those who die under medical escort.
- Patient brought dead to ED should be reported to police and forensic specialist.

CASE MANAGEMENT FOR SPECIFIC DISORDERS

- Case management for specific disorders should follow the protocol provided by respective departments.

MASS CASUALTY

In the event of mass casualty following guidelines should be followed:

- Hospital administration should be alerted.
- All the HODs and In-charges should be informed for the activation of their staff.
- Necessary infrastructure, human resource and logistics should be provided.
- Further management should be carried out as per protocol.
- Registration and Triaging should be carried out at the same time.

CODE BLUE (CARDIAC ARREST):

- The emergency team should attend to code blue any time.
- Code blue announcement and response should be carried out as and when situation arises.

SIGNATORIES

Name of staff(MO/NO/CO/COI/MIDWIFE/ ETC)

Name:

Department in charge

sign.....

Date:

Name:.....

Nursing Officer in charge

sign.....

Date:

Name:.....

Hospital Administrator

sign.....

Date:

Name:.....

sign.....

Date: