

Emergency Clinical Escalation Guideline

Aim:

To provide a clear standardised guideline for escalating to the emergency physician on call, to improve clinical safety and reduce risk.

When to escalate:

1. 2 MET calls on the same patient with no clinical improvement despite treatment
2. Concerns are ongoing despite escalation within the department
3. Concerns regarding safety of the department (e.g. resources in ED overwhelmed)

Or when a medical professional (doctors and nurses) has concerns regarding a patient's safety, and these concerns remain after discussion with the Senior ED doctor or ANUM, any medical staff member or the ANUM can call the emergency physician on call.

How to escalate:

Use ISBAR but in particular be very clear about the request and if necessary put the request upfront **“I need you to come in now please”**

Further escalation to the Clinical Director is always available.