

CIRCULAR

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Contact	L Smart (02) 9391 9526 Statewide Services Development Branch

MEDICAL RETRIEVAL SYSTEM – PROBLEM CASE NOTIFICATION

Please find attached a copy of the revised Medical Retrieval System 'Problem Case Notification' form.

The NSW Ambulance Service and Medical Retrieval Committee monitor the NSW medical retrieval system. One component of the monitoring is the notification of 'problem' cases. Any difficulties associated with the dispatch or receipt of retrieval case should be communicated to the NSW Air Ambulance Control. A peer review system is then conducted through the Medical Retrieval Committee in order to identify and resolve system issues.

The notification process is outlined in the Patient Matters Manual. As part of the review and update of this manual the 'Problem Case Notification' form has been revised and updated.

Please make extra copies of this form for the use by your health service as needed.

Michael Reid
Director-General

NSW DEPARTMENT OF HEALTH
MEDICAL RETRIEVAL SYSTEM
PROBLEM CASE NOTIFICATION

This form is to be used when problems are encountered either with dispatch or receipt of retrieval patients. It is an integral part of the retrieval system's case review activities.

Your assistance in completing the case identification details and comments regarding individual problems is appreciated. Please forward the completed form to:

Air Ambulance Control
Perimeter Road and Eleventh Avenue
MASCOT NSW 2020

Alternatively, the form can be transmitted by fax on (02) 9693 5587 or difficulties may be communicated by telephoning Air Ambulance Control on (02) 9693 5333.

Hospital/Service:

Receiving/Despatching:
Please circle as appropriate

Transport Date:

Transport Mode:

Transport Service:
eg. regional service, local service, CareFlight, NETS, SARS¹

Patient's Name:

MRN:

Diagnosis/Reason for Transfer:

Time of Arrival/Departure:
Please circle as appropriate and use the 24 hour clock

Hospital/Department receiving or despatching patient:

Problem(s) encountered:

Signature:

Name *(please print)*:

Address:

Contact telephone number:

¹ Sydney Aeromedical Retrieval Service