

Transfer from ED to Unit Scripting

ED NURSE

ED nurse manages up the unit.

Example:

Hello Mrs. Perrell. I want to inform you that we will be transferring/admitting you a unit called _____. We send patients to this unit when we need to _____. _____ Unit staffs are very friendly and will provide safe & exceptional care while you are with them. We called the _____ unit and spoke with the nurse _____ and she/he is ensuring your room is clean and ready as we speak. I put all your belongings in this bag and it will go with you to the _____ unit. I hope you are feeling better soon. Before I go, do you have any questions?

Well Mr./Mrs./Ms. -----**Thank you** for choosing _____) for your today/tonight; it was my privilege to care for you.

Transporter

Good morning/afternoon/evening Mr./Mrs./Ms. _____

My name is _____ I am a transporter here at _____ and I am part of your **health care team** today. I am here to take you to the _____.

Before I begin, for your **safety** I need to check your arm band for your identification. Please spell your name and tell me your birth date. Thank you.

I will be transporting you by (gurney/wheel chair) to the _____ unit. Do you have all your belongings?

The _____ unit has excellent staff who will take great care of you while you are with us at _____

Before we move to _____ do you have any questions?

When you arrive at the destination.

We are here in the _____ unit. The staff here are expecting you, I will let the staff know that you are here.

Is there anything I can do for you before I leave?

Well Mr./Mrs./Ms. -----**Thank you** for choosing _____) for your today/tonight; it was my privilege to care for you.

Unit Nurse

Welcome to the _____ unit, Nurse _____ from the ED informed me that you were joining our unit. (INTRODUCE) I am _____ and I will be your nurse today/tonight. I am delighted to share that you are in great hands because our _____ unit team has over 120 years of experience taking care of patients. Our goal is to ensure you receive safe and excellent care while you are with us. Before I explain the features in the room, I would like to help you get up and use the restroom?

Key Actions:

- Prepare room per unit standard (Ensure that a pillow, blanket and room supplies are there).
- Explain whiteboard and write the nurse's name and tech name and the admitting physician's name on the white board before the patient arrives (if possible).
Also write: "Welcome
Mr./Mrs./Ms. _____"
- Notify the patient in the next bed that another patient will be coming (if semi-private room).
- When the patient arrives, give a warm blanket (as appropriate).
- If the patient is already in the room, before you enter the room, stop, knock, wait for acknowledgement (hint – some patients may not acknowledge the knock), enter the room, smile and introduce yourself by name and title.
- Demonstrate the use of the call light, TV, room lights and telephone and ask for return demonstration to ensure the patient understood.
- Find out the patient's PO status and fill the water pitcher with ice water if allowed.
- Offer a snack if approved.
- Secure patient belongings and encourage the patient to send home any valuables.
- Provide the patient with privacy both physically and verbally (e.g. pull curtain, close door, and adjust the level of your voice). Tell patient that you are pulling curtain for their privacy.
- Upon exiting the room after the patient is admitted, ensure that the bedside table, telephone, water pitcher (if allowed) and call light are within the patient's reach.

Key Words:

"Good morning/afternoon/evening, Mr./Mr./Ms. _____ -

Welcome to

(Unit name). My name is (title)"and explain your role.

"Here is a warm blanket for your comfort."

Tell the patient the unit routine: ***"We will be taking your blood pressure and pulse times per day at these times ."*** ***"Meals are served between ___and ___."***
"Visiting hours are -----"

ADMISSION- KEY WORDS [CONT'D]

- Ask about personal/special needs: *"What are three things we need to know about you for us to do a Safe and Excellent job at meeting your personal/special needs?"* Put needs and any timeframes on white board and document them in the patient's chart per unit standard.
- *"We will be closing your curtain/door at times to provide for your privacy."*
- *"Our goal is to provide you with Safe and Excellent care. If at any time during your stay, we fall short of that, please let us know."*
- *"If you have any questions or need something, please put your call light on and someone will help you."*

Adjust the location of the bedside table and call light. "Let me put this closer for your convenience." Or "For your convenience, here is your call bell. "

- *"Someone will be checking on you at least once an hour. Do you have any questions? Is there anything else I can do for you before I leave?"*
 - *"For your privacy, would you like your door open or closed? Would you like the lights on or off?"*
- "Again, my name is _____"**