



SPECIAL PATIENT PROGRAM

Delivering the right care to the right patient at the right time

Your Health Matters

Mission Statement:

To provide optimal care to patients with complex and/or extensive conditions in accordance with their own medical care protocols.

History:

- Program commenced in 2000.
- Developed by Ed Cain, MD & Judy Chisholm, RN.
- Program started with two children in the HRM who had epilepsy which required special protocols; one of which is Robyn MacTague hence the “robin’s egg” blue color of the Special Patient ID card.

Who qualifies as a special patient?

- Residents of Nova Scotia.
- Patients who have conditions which require protocols that are not specifically addressed by EHS protocols.
- Application submitted by the patient's attending physician and/or specialist.

The Benefits

- Optimizes and standardizes individual patient care.
- Improves patient outcomes.
- Smoother triage.
- Safe, effective, seamless and integrated care program.
- Alleviates individual training of all paramedics in NS on every special patient, saving the system time and money.
- Builds and maintains continuous relationship between 911 prehospital and hospital.
- Increased confidence enables patients and their families to pursue activities that they may not otherwise have engaged in.

A VOICE FOR THE PATIENT

FRONT



SPECIAL PATIENT

Patient Name _____

Protocol Number _____

Provincial Medical Director _____

BACK

DOB _____

Next of Kin _____

Contact No. _____

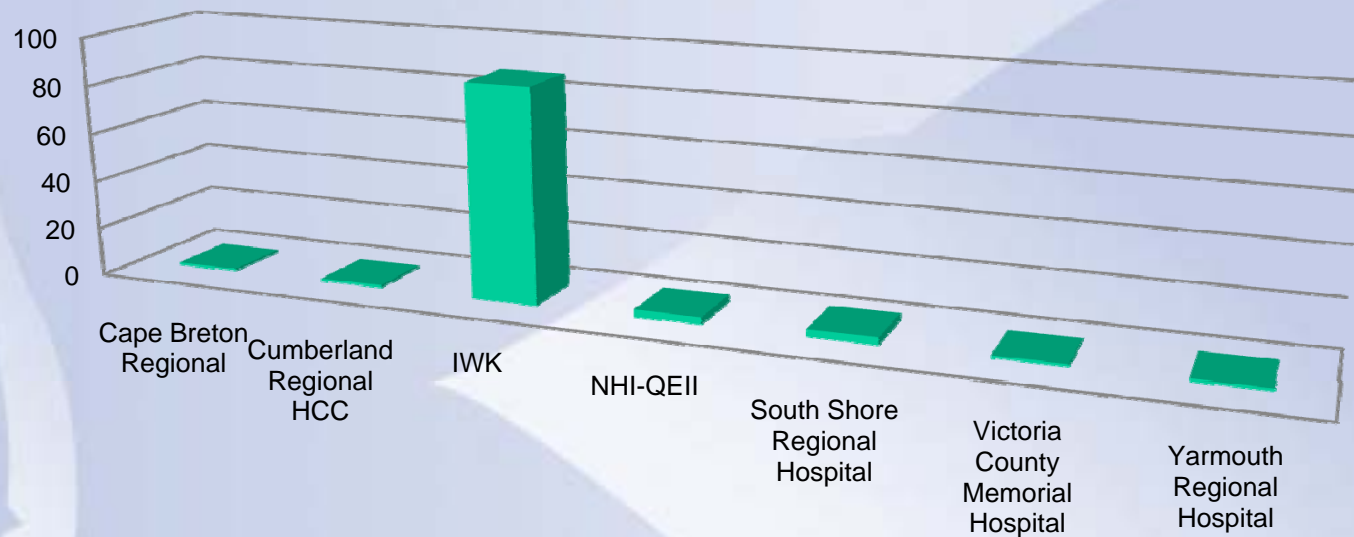
Diagnosis _____

Allergies _____

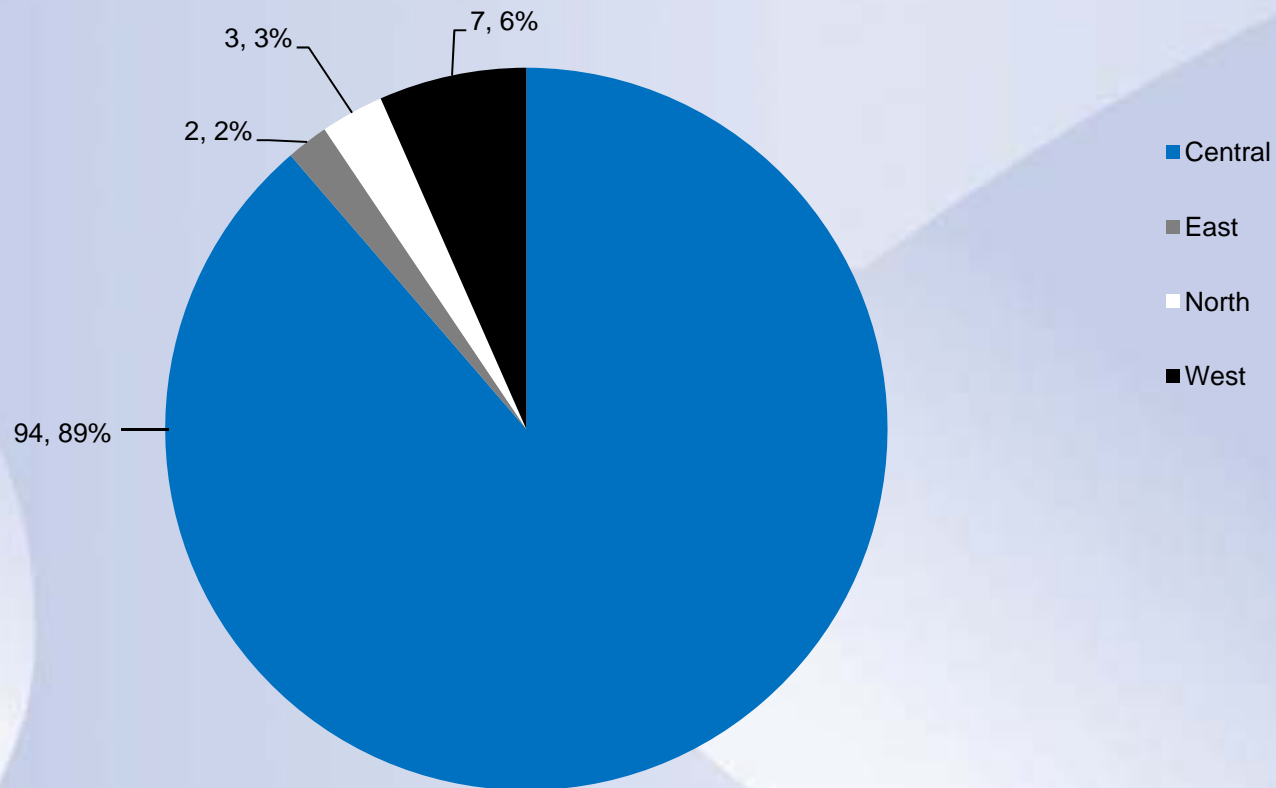
Protocol _____

Transport To _____

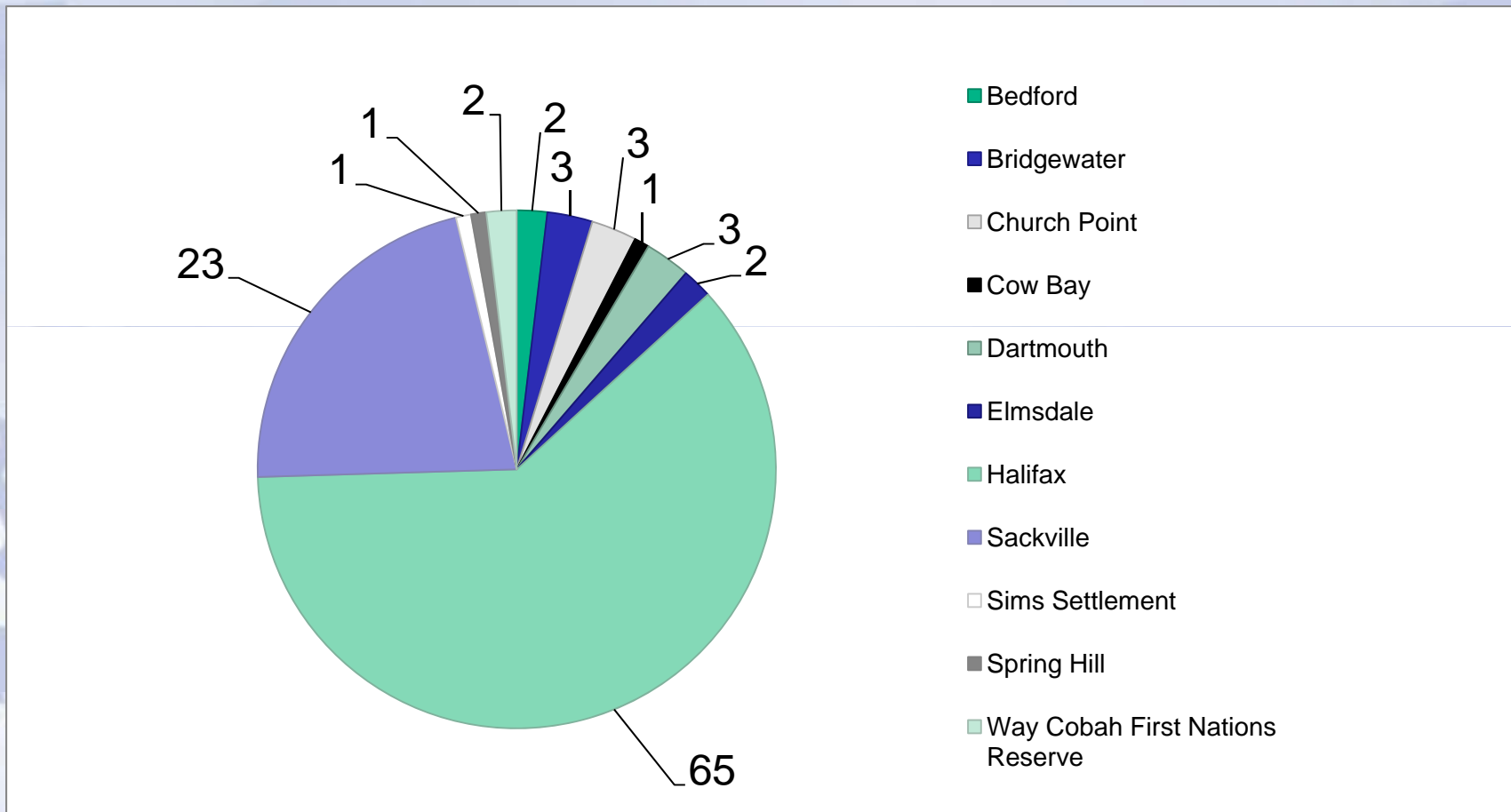
Special Patients Received By Facility



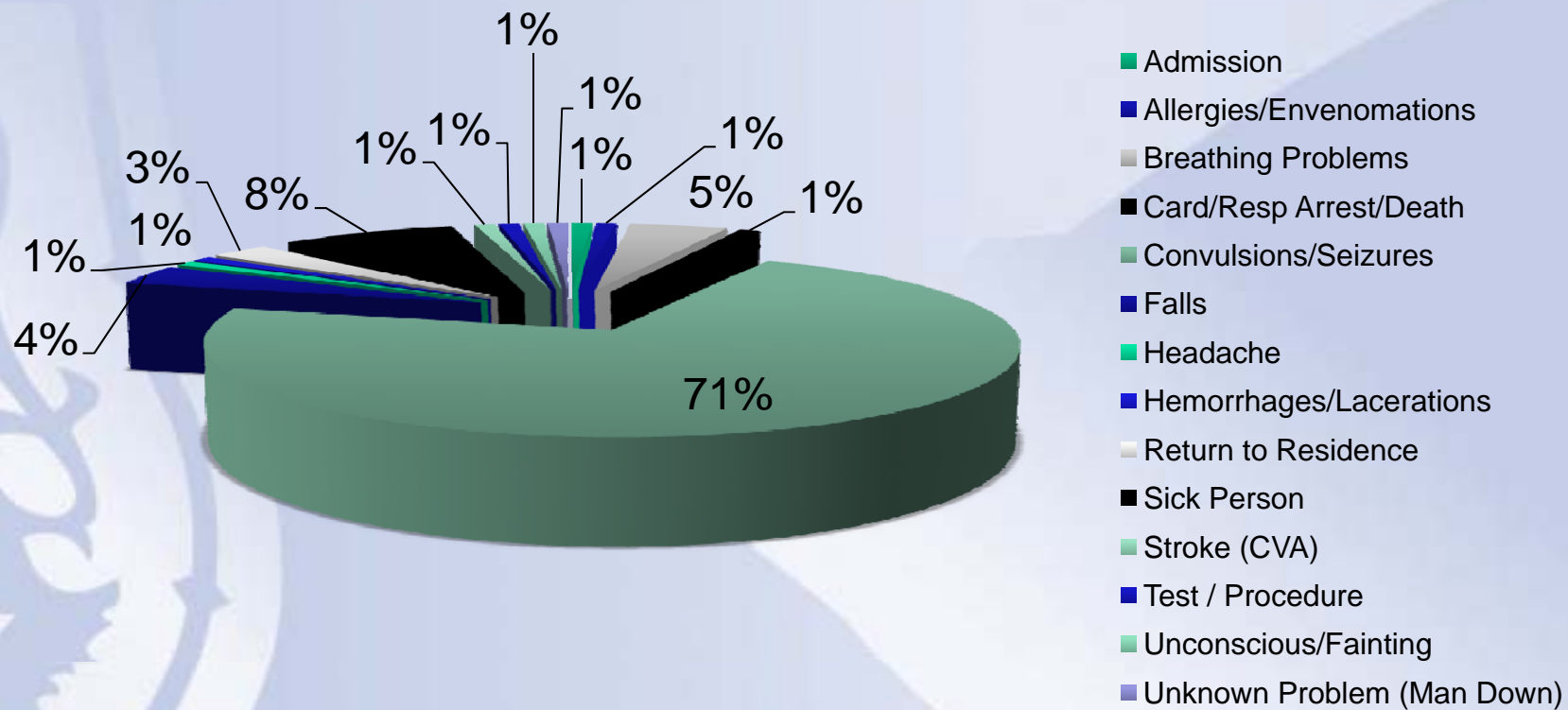
Special Patients by Region



Special Patients By Location



SPECIAL PATIENTS BY PROBLEM



The Process:

The ID Card

- The application is reviewed. If approved a protocol number is assigned.
- An EHS paramedic delivers the ID card to the residence and reviews the program and card with the patient &/or next of kin.
- Paramedic confirms residence is appropriately g-located at the Medical Communication Centre.
- Cards are continually updated as patients grow/develop or as new protocols arise.

The 911 Call

- The dispatcher cross references the special patient protocol binder to confirm any information that may not have been given to them at the time of the call by the patient/caregiver to pass onto the crew.
- Paramedics respond to the residence and follow the special patient protocols as listed on the back of the ID card.
- Paramedics call ahead to the Emergency Department on route.
- A report and handover of the patient is given to the in-hospital care providers.

Threats:

- The success of the special patient program is largely dependent on the broad enrollment of patients requiring special care. The single largest threat of the special patient program is ensuring adequate program education and awareness reaches all prospective patients.

EHS SPECIAL PATIENT APPLICATION

Send applications to:

Fax: (902) 424-1781

Email: tanya.fraser@gov.ns.ca

Mail: Emergency Health Services
237 Brownlow Ave, Suite 160
Dartmouth, NS B3B 2C5

Questions: 424-1729



SPECIAL PATIENT APPLICATION

Applicant Personal Information

Full Name: _____ Date: _____
Last First M.I.
Address: _____
Street Address Apartment/Unit #
City Province Postal Code
Home #: _____ DOB: _____ HCN: _____ WK #: _____
Next of Kin: _____ Relationship: _____ Cell: _____ Work #: _____
Next of Kin: _____ Relationship: _____ Cell: _____ Work#: _____

Health History

Diagnosis/Protocols: (attach additional sheets if necessary)

Sensitivities/Allergies:

Medications:

Transport to:

Physician/Specialist Information

Name: _____ Title: _____ Contact #: _____ Fax #: _____
Name: _____ Title: _____ Contact #: _____ Fax #: _____
Name: _____ Title: _____ Contact #: _____ Fax #: _____
Name: _____ Title: _____ Contact #: _____ Fax #: _____

Signature of Physician/Specialist

Signature: _____ Date: _____

THIS APPLICATION IS TO BE COMPLETED BY PHYSICIANS &/OR SPECIALIST ONLY.

Your Health Matters

For More Information Contact:

- www.gov.ns.ca/health/ehs
- Emergency Health Services Nova Scotia
Office of the Provincial Medical Director
(902) 424-1729



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