ED Redirection: Process for raising a case to book PCEC appointment in Adastra

Version	3
Date Created	27/09/2023
Number of Pages	6

Version control

Date	Version	Reason For Change
20/07/2023	1	Duplicated for RIE from existing process used at SJH
06/09/2023	2	Amended to include Current Location information
27/09/2023	3	Amalgamating processes for general ED use

Patient Triage

Patient assessed by triage team and signposting trigger confirmed or identified. NEWS obtained and patient triaged as safe for re-direction to Lothian Unscheduled Care Service (LUCS) as per NHS Lothian ED signposting policy and LUCS criteria.

RIE clinical staff discuss and agree re-direction to LUCS service with patient and liaise with RIE reception staff to organise LUCS appointment. This process is in operation Monday-Friday from 18:30 and 24 hrs a day at weekends.

Access to Adastra via Launcher

We will no longer use Citrix to access Adastra, but a new Smart Client has been developed into the Adastra Launcher.

This should already be available on your desktop, double click to launch

If this icon is not displayed on your desktop, you can manually download via the Software Centre
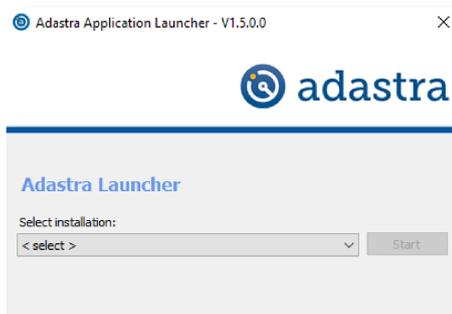
Select Lothian Live from the drop-down menu

Select Start – the first time you use Adastra on this PC an install will take place then you will be taken to the usual Adastra log in screen where you will be prompted to change your password. Adastra passwords must be a minimum 8 characters and contain both a number and special character (@#!$ etc)
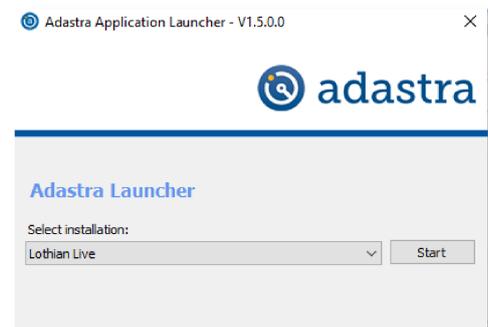
When logging in, ensure you select 'RIE PCEC' from the Your location dropdown list to enable access to the required area in Adastra

Raising a case to book
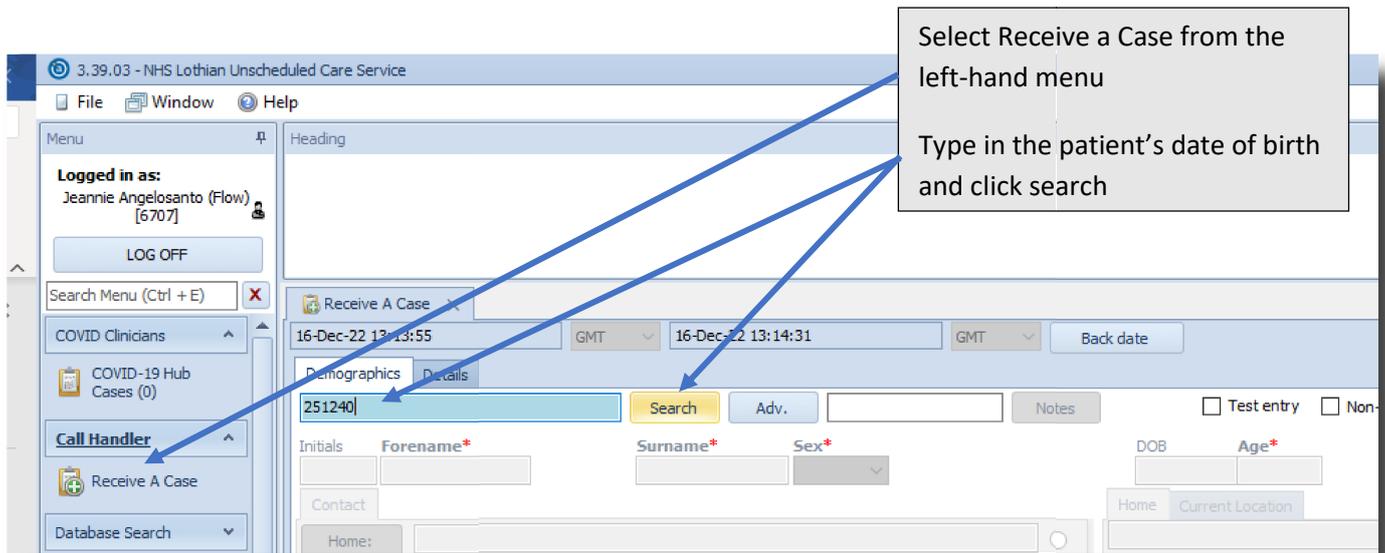
Select Receive a Case from the left-hand menu

Type in the patient's date of birth and click search
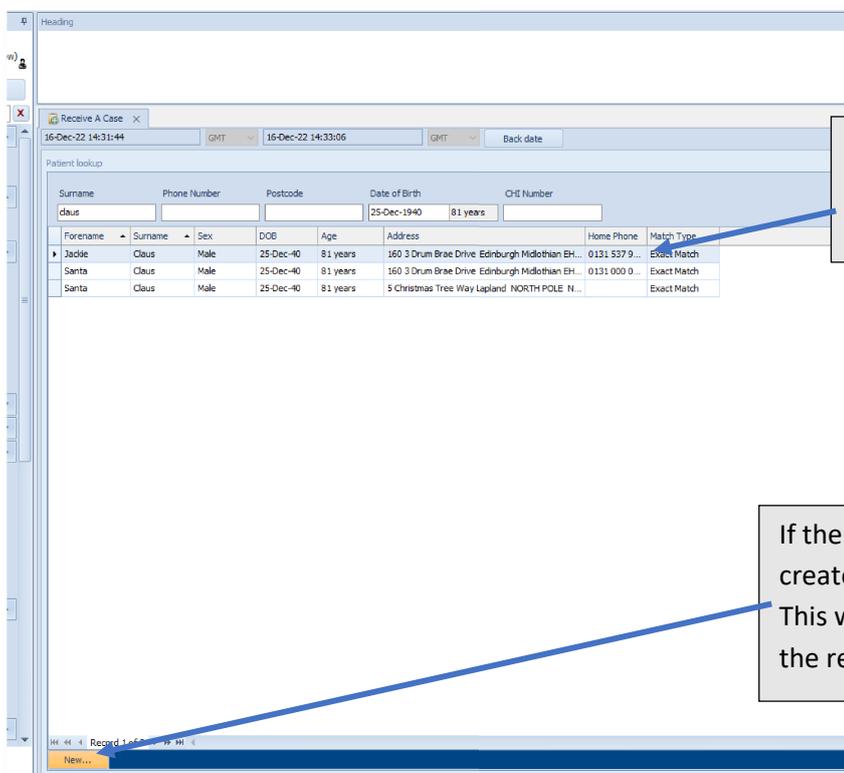
Locate the correct patient from the list by confirming name and address details recorded. Double-click to open the case

If the correct patient details aren't included you can create a new record for the patient by clicking 'New'. This will open a blank record where you can input all the required details
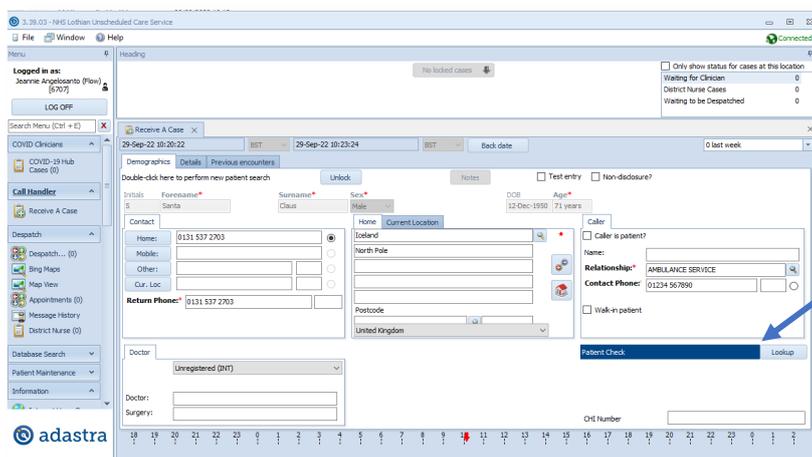
Ensure you run the Patient check before proceeding by clicking Lookup to confirm the CHI number

Home	Current Location

Postcode

EH164SA 🔍

Update the Current Location details tab

Enter the site postcode in the box as shown and click the spyglass

---

Home	Current Location

The Royal Infirmary Of Edinburgh 🔍

51 Little France Crescent

Edinburgh Bioquarter

Edinburgh

Midlothian

Postcode

EH16 4SA 🔍 NT:291 704

The address details will auto-populate, giving current location as Royal Infirmary

---

Caller

☐ Caller is patient?

Name:

Relationship:* Start typing to search...

Contact Phone:

☐ Walk-in patient

Name	Usage
ED RHSC (Sick Kids)	Referral from A & E Sick Kids
ED Royal Infirmary	Referral from A & E Royal Infirmary
ED St Johns	patients referred from A & E at St Johns
Ambulance Service	Call received from Ambulance Service
Ambulance Service - COPD Patient	Calls from the ambulance service for a patient w...

Complete the Caller information, ensuring you enter the most appropriate Relationship for ED referral – i.e., ED Royal Infirmary. Include a contact phone number for the referring department in case there are any queries

---

Doctor

Unregistered (INT) ⌄

Doctor: Dr Rudolph

Surgery: North Pole Medical Centre

Confirm Doctor information. If a non-Lothian patient, please enter the GP's details if known. If the patient is not registered with a GP surgery this should be adjusted to Unregistered and their GP name and Surgery details entered

---
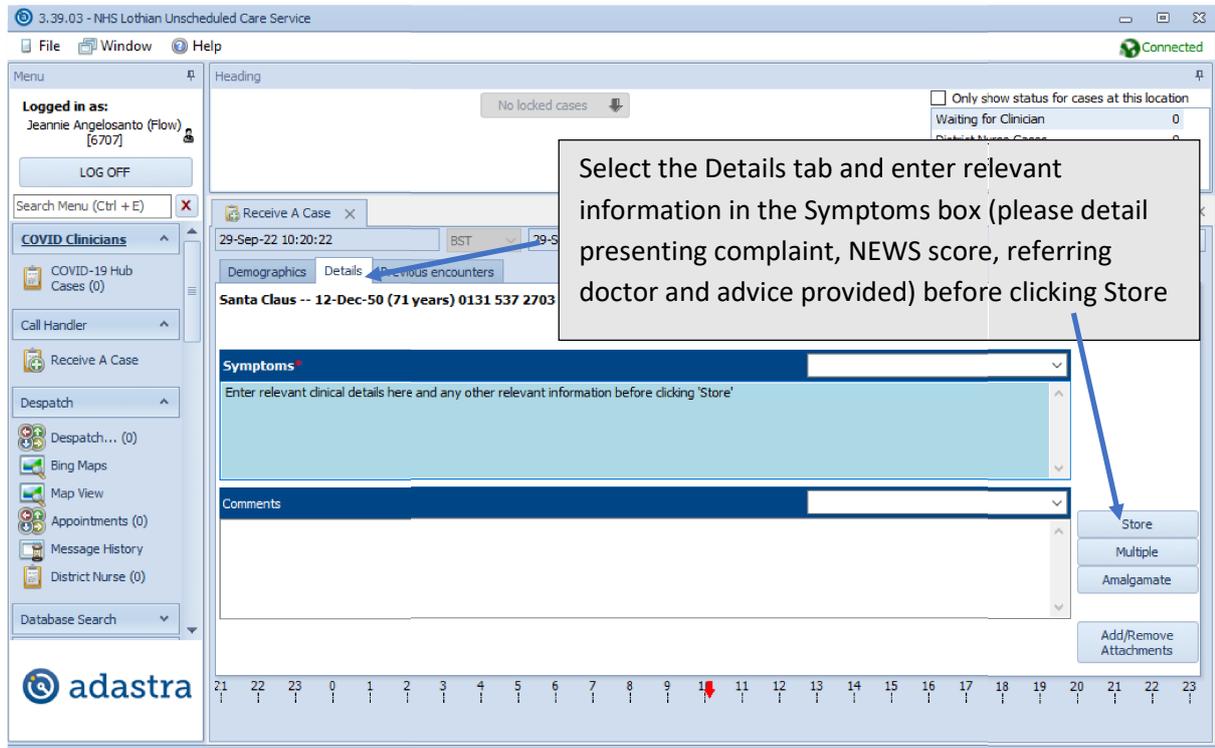
Select the Details tab and enter relevant information in the Symptoms box (please detail presenting complaint, NEWS score, referring doctor and advice provided) before clicking Store
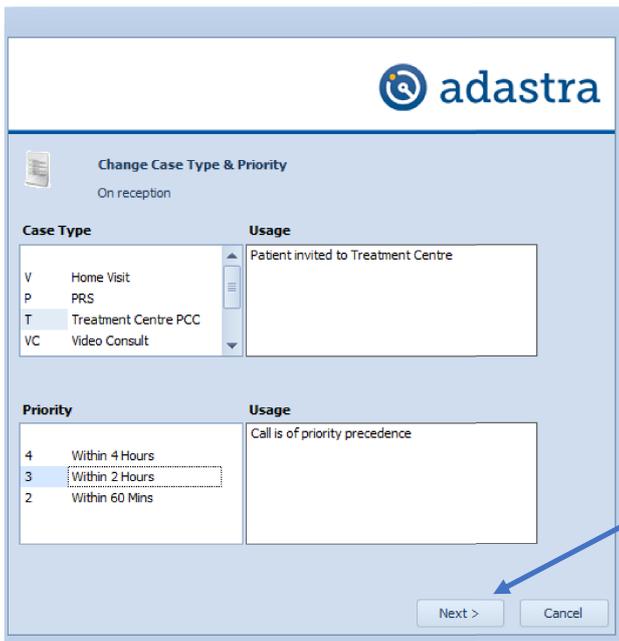
Select Treatment Centre PCC under Case Type and set Priority (2- or 4-hour priority can be selected depending on patient need) before clicking next

Select the appropriate time slot by clicking on the green bar within the open clinic template

The patient's details will show in the relevant slot and confirmation will be displayed in the Case to book section at the bottom of the page.
Click Next to complete the case
The appointment is now booked, you can direct the patient to the relevant location for the PCEC clinic

Escalation Process

If there are no LUCS appointments available within agreed 2 or 4 hr time scale at the preferred LUCS location the reception team should consider

- an appointment at an alternative site if possible
- liaise with the referring clinician to identify if patient is appropriate to wait longer for a LUCS appointment
- Remain in ED for ongoing care

In the event that the pilot study is not working the process should revert back to the previous process of LUCS appointments being made via the Flow Centre.