DTN – Interfacing with RAAPID

John Montpetit – Director
Doug Burke – Manager (RAAPID South)
Keith Carlson - Manager (RAAPID North)
The RAAPID Referral Process

Sender calls RAAPID

RAAPID RN triages call
- Collaborate to determine if Red Referral needs to be activated
- Consulting service based on internal processes and sending physician input

Conference MDs occurs
- Can involve multiple depending on case

Disposition determined
- Advice
- To ED
- To ED for specialist
- Direct Admit
- Clinic Referral

Fax sent to
- Sending MD
- Receiving MD
- Receiving site/Unit
The elephant in the room...

Why can’t a nurse call RAAPID?
Changing with the times!!!

**Current State**
- Focus on MD to MD consult
- RAAPID has experienced gaps in information collection

**Transitional/Future State**
- Recognition that the referral process has multiple phases
- Working closer with non-MD practitioners
- Recognition that rural and regional facilities have a varied staff mix and resources
Date: Nov 2014-Oct 2015

Total Referrals = 51,171

Top 5 services
Emergency, Cardiology, Peds
Emergency, Ortho, Gen Surg

Stroke is # 12
### Percentage of each sending zone

<table>
<thead>
<tr>
<th>ZONE</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORTH</td>
<td>32.62%</td>
</tr>
<tr>
<td>EDMONTON</td>
<td>19.11%</td>
</tr>
<tr>
<td>CENTRAL</td>
<td>17.20%</td>
</tr>
<tr>
<td>CALGARY</td>
<td>11.19%</td>
</tr>
<tr>
<td>SOUTH</td>
<td>8.87%</td>
</tr>
<tr>
<td>OTHER</td>
<td>8.78%</td>
</tr>
</tbody>
</table>

### Grand Total

- **Total:** 1,680

### Data for Month of:
- (All)
- 2014-10
- 2014-11
- 2014-12
- 2015-01
- 2015-02
- 2015-03
- 2015-04
- 2015-05
- 2015-06
- 2015-07
- 2015-08
- 2015-09
- Last Month

### RAAPID ZONE
- (All)
- RAAPID NORTH
- RAAPID SOUTH

### SERVICE

- (Multiple values)

### Table

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>NORTH</th>
<th>EDMONTON</th>
<th>CENTRAL</th>
<th>CALGARY</th>
<th>SOUTH</th>
<th>OTHER</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stroke - Pre Hospital</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Stroke - Telestroke</td>
<td>240</td>
<td>124</td>
<td>119</td>
<td>1</td>
<td>10</td>
<td></td>
<td>494</td>
</tr>
<tr>
<td>Stroke / TIA</td>
<td>308</td>
<td>229</td>
<td>200</td>
<td>289</td>
<td>148</td>
<td>10</td>
<td>1,184</td>
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<tr>
<td>Grand Total</td>
<td>548</td>
<td>353</td>
<td>321</td>
<td>289</td>
<td>149</td>
<td>20</td>
<td>1,680</td>
</tr>
</tbody>
</table>
What can RAAPID offer?

Non-PSC/Pre-hospital Call

Liaise/conferencing with:
- PSC MD
- Stroke MD
- Transport MD

Send demographic/case information to the PSC charge nurse/admitting (pre-notification)

PSC Call

Liaise/conferencing with:
- Stroke MD
- Transport MD
- EMS dispatch (including STARS Link Center)

Send demographic/case information to the CSC charge nurse/admitting
Triage Notification

Report Date/Time: November 06, 2015/12:05

DELIVER TO TRIAGE ASAP
Patient Referral Notice

The following patient will be arriving at your ED, details as follows:

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Provincial Health #</th>
<th>Coverage Province</th>
<th>DOB: 6-Nov-1960</th>
<th>Age: 55</th>
<th>Gender: Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jones</td>
<td>Misses</td>
<td>999999999</td>
<td>Alberta</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Address</th>
<th>City</th>
<th>Province</th>
<th>Postal Code</th>
<th>Home Phone No.</th>
<th>PRACID</th>
<th>Physician Phone Number</th>
<th>Physician Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 CVA Lane</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>986150208</td>
<td>1-780-852-4885</td>
<td>1-780-852-3328</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Sending Site:</th>
<th>Jasper Healthcare Centre</th>
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</thead>
<tbody>
<tr>
<td>Sending Site Fax Number:</td>
<td>1-780-852-8552</td>
</tr>
</tbody>
</table>

Patient Notes:
R/O Stroke
Presented today with facial droop, slurred speech x 2 hours
LSN 0600 this morning
VSS - 11/6/78, 889pm, 98% on RA

Plan: To Hinton ED for CT
Dr. Smith in Hinton aware

<table>
<thead>
<tr>
<th>Isolation</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>ETA:</td>
<td>0 hours 30 minutes</td>
</tr>
<tr>
<td>Mode of Transport:</td>
<td></td>
</tr>
</tbody>
</table>

Accepting Site/Unit: Emergency

Referral Taken By: Cote, Erin
Thank you!