

# Standard Operating Practice (SOP)



**Health**  
Central Coast  
Local Health District

**NUMBER: IPU-038 DRAFT**

## Roving Multiple Inpatient Units (IPU)

### 1. Applicable to

<i>Role</i>	<i>Additional Scope of Practice/Training Requirements – if none = nil</i>
All IPU Administration Support Officers	NIL

### 2. Purpose

To provide direction and clear expectations for IPU Administration Support Officers when providing roving administrative support to multiple IPUs.

### 3. Standard Operating Practice

<i>When is this SOP applied?</i>	This SOP applies to IPU Administration Support Officers when required to complete roving administration duties to more than one (1) IPU.
<i>IPU Administration support Officer expectations.</i>	<ul style="list-style-type: none"> <li>• Administration Officer sign on (Woy Woy)</li> <li>• Administration Officer presents to all assigned roving IPUs. Whilst on each IPU, the Administration Officer is provided with a handover by the NUM/NIC.</li> <li>• Organise time evenly across all roving IPUs i.e. 1 hour time increments between IPUs for the entire shift.</li> <li>• During after hours, Administration Officer to collect IRT pager from main reception (Woy Woy)</li> <li>• On arrival or return to each IPU, follow up with NIC to find priorities for completion as per normal Administration duties.</li> <li>• Complete downtime checks for Red &amp; Amber computers; ensure updated in downtime folder.</li> <li>• Check communication book for any updates regarding IPU</li> <li>• Check with NIC/Patient Flow Portal (PFP) if any potential discharges; prepare paperwork; collate folder/bed chart notes; keep aside for when patient is discharged.</li> </ul>

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	<ul style="list-style-type: none"> <li>• If patient is going to Discharge Lounge (Gosford) ensure paperwork is sent with patient on transfer; if patient being discharged from hospital ensure paperwork is:             <ul style="list-style-type: none"> <li>➤ placed in HIS tray for collection the next day (Gosford).</li> <li>➤ Placed in HIS marked envelope and in internal transport mail box for collection. (Woy Woy)</li> </ul> </li> <li>• Update Admission/Discharge book; discharge from eMR; carps (Gosford) for bed clean; cancel Pegasus mattress if applicable.</li> <li>• If patient is being transferred prepare batch report if applicable; transfer of care; Advanced Care Plan document (if applicable) and place information into transfer envelope plus copies of reports if requested by clinical staff. Check with NIC if patient has any medications that must be given to patient prior to discharge.</li> <li>• Check NIC/PFP for any potential admissions; complete admission form if used on the IPU;             <ul style="list-style-type: none"> <li>○ advise NIC if not aware; prepare folder and bed chart with any forms required/applicable to IPU;</li> <li>○ Gosford - await arrival of patient; once patient arrives, transfer patient encounter, print labels only if from ED.</li> <li>○ Woy Woy – when patient arrives transfer patient encounter from IPU if within Woy Woy or advise admissions of arrival of patient.</li> <li>○ Advise NIC/NUM of arrival, check if air mattress etc. is required and order.</li> <li>○ Arrange for an empty bed to be sent to IPU ready for mattress (Gosford).</li> </ul> </li> <li>• Answer incoming calls and direct to most appropriate place e.g. to patient or NIC or clinical staff. Take messages if call cannot be transferred immediately.</li> <li>• Check all bed charts and folders are up to date and have sufficient labels within.</li> <li>• When roving between IPU's make sure the roving sign is placed in front of computer monitor.</li> <li>• Keep all IPUs updated when you are taking breaks.</li> <li>• Before shift end, confirm admission/discharge book and advise all NICs when leaving at shift end.</li> <li>• Return pager to main reception office (Woy Woy).</li> </ul>
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<b>Responsibility of Administration support Officer</b>	<p>Collect/return pager to main reception (Woy Woy).</p> <p>Place roving sign on Administration Officer computer monitor when not in IPU.</p> <p>Notify all IPU's when on break.</p> <p>Complete duties in a timely manner according to each IPU Administration SOP.</p>
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#### 4. References

#### 5. Resources

(link to any related documents, educational material relevant to this SOP)

#### Revision and Approval History

Date Approved	Revision No.	Name and position of Author and Approver	Next Review due

(Expand table as required)