



# Saint John of God Kerry Services

Hospitality - Compassion - Respect -

19

## Medical Emergency Policy and Procedure

Saint John of God Kerry Services

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# Policy and Procedure

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*This Policy and Procedure has been developed to provide guidance on how to manage a medical emergency within Saint John of God Kerry Services.*

*A medical emergency is an injury or illness that is acute and poses an immediate risk to a person's life or long term health. Emergency health services in Ireland provide medical attention for illnesses or injuries requiring immediate treatment. Typical examples of injuries that may require emergency health services include those resulting from accidents, heart attacks or other sudden illnesses. Emergency health services are usually delivered by a general practitioner (GP), ambulance personnel or by attendance at the Accident and Emergency department of an acute hospital (Citizens Information).*

This Policy and Procedure is developed to provide all employees within Saint John of God Kerry Services with an understanding of the process on how to manage a medical emergency.

1. Depending on the condition of/Injury to the Service User the service users' GP or the emergency services, as appropriate, will be called.
2. Where the service users GP is being contacted, details of same will be found in the service users personal plan.
3. The staff member will Communicate details of the incident/Injury/illness to the GP/emergency services and follow instructions.
4. Where a medical emergency occurs out of normal working hours the staff member will contact South Doc on 1850 335 999 or the Emergency Services on 112 / 999.
5. In the event of an ambulance being dispatched the following information in relation to the service user will be required;
  - History of Illness/details of accident,
  - Name, DOB, address and Next of Kin of the injured,
  - Previous medical history, and
  - Current Medication/Medication Administration Record (MAR/ KARDEX).



6. The staff member will inform their Supervisor/person on call and in conjunction with their Supervisor/person on call the parents/guardians/next of kin of the individual will be informed.
  
7. Where the incident involves hospital stay the staff member will ensure the Supervisor is notified so that the Directory of Residents is updated.
  
8. Where applicable the staff member will complete an NIRF Form and submit to their area Supervisor for completion and forwarding to the relevant Programme Manager. HIQA may also need to be notified by NF03.
  
9. In line with the Order's Policy on Serious Incident Management the Supervisor/person on call will communicate, where applicable, details of incident to the relevant Programme Manager or General Manger, as appropriate.

