

CMG 1 – GENERAL CARE

(Revised: January 2017)



PATIENT CENTRED CARE:

Aim to provide safe, effective and compassionate patient-centred care in all interactions, by:

- treating patients, carers and families with dignity and respect
- encouraging and supporting shared decision making by patients, their families and carers
- communicating and sharing information with patients, their families and carers, and other members of their healthcare team
- obtaining consent and considering patient wishes and values in all decisions

CONSIDERATIONS FOR SAFE AND EFFECTIVE PATIENT CARE

ICP	Ensuring safe and effective care is the responsibility of all ACTAS members who attend a patient.	AP
ICP	All members of the treating team, regardless of training or clinical level, have the responsibility to raise any concerns about patient care in a timely fashion	AP
ICP	Provide care within your scope of practice (as per “Authority for and Scope of Clinical Practice” – Ambulance Service Policy AS131)	AP
ICP	All medication must be verbally and visually cross-checked prior to administration, wherever possible	AP
ICP	Be aware of and respectfully manage expectations, through effective communication.	AP

continued over

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INITIAL ACTIONS:

ICP	Primary survey	AP
ICP	Haemorrhage control	AP
ICP	Posture	AP
ICP	Oxygen therapy	AP

MONITOR AND ASSESS AS REQUIRED/APPROPRIATE:

ICP	Vital signs – at least 2 sets, 5 minutes apart: heart rate, GCS, respiratory rate, BP, skin condition, SpO ₂	AP
ICP	Cardiac monitor ± 12/15 lead ECG	AP
ICP	Blood glucose	AP
ICP	Temperature	AP
ICP	Chest auscultation	AP
ICP	Pain assessment	AP
ICP	Mental competence assessment	AP
ICP	EtCO ₂	AP
ICP	Hydration assessment	AP
ICP	Blood lactate	AP
ICP	Mobilisation assessment	AP
ICP	Specific observations and assessments as per patient condition	AP

SUBSEQUENT ACTIONS:

ICP	Treatment as required (as per appropriate CMG/s)	AP
ICP	Remember to verbally and visually CROSS-CHECK ALL MEDICATIONS prior to administration, wherever possible	AP
ICP	Identify and manage time critical presentations (refer to Time Critical Patient Guideline, in the additional information section of the Clinical Management Manual) NOTE: time critical does not just mean rapid transport! Minimum scene time, treatment en route (where possible) and prompt transport are all required for time critical patients.	AP
ICP	Facilitate or provide transport as required (notify hospital as appropriate) Remember: TRANSPORT IS TREATMENT!	AP
ICP	Communicate patient and situational details (e.g. IMIST-AMBO handover protocol) to receiving facility, as appropriate	AP
ICP	Complete accurate and comprehensive documentation	AP

Written to reflect the "Patient Assessment Procedure"
(Ambulance Service Procedure CL200) available on the portal.