SPECIAL PATIENT PROGRAM

Delivering the right care to the right patient at the right time
Mission Statement:

To provide optimal care to patients with complex and/or extensive conditions in accordance with their own medical care protocols.
History:

• Program commenced in 2000.
• Developed by Ed Cain, MD & Judy Chisholm, RN.
• Program started with two children in the HRM who had epilepsy which required special protocols; one of which is Robyn MacTague hence the “robin’s egg” blue color of the Special Patient ID card.
Who qualifies as a special patient?

- Residents of Nova Scotia.
- Patients who have conditions which require protocols that are not specifically addressed by EHS protocols.
- Application submitted by the patient’s attending physician and/or specialist.
The Benefits

- Optimizes and standardizes individual patient care.
- Improves patient outcomes.
- Smoother triage.
- Safe, effective, seamless and integrated care program.
- Alleviates individual training of all paramedics in NS on every special patient, saving the system time and money.
- Builds and maintains continuous relationship between 911 prehospital and hospital.
- Increased confidence enables patients and their families to pursue activities that they may not otherwise have engaged in.
A VOICE FOR THE PATIENT

FRONT

SPECIAL PATIENT

Patient Name ____________________________
Protocol Number __________________________
Provincial Medical Director __________________

BACK

DOB ________________________________
Next of Kin ____________________________
Contact No. ____________________________
Diagnosis ______________________________
_____________________________________
_____________________________________
Allergies ______________________________
_____________________________________
Protocol ______________________________
_____________________________________
Transport To ____________________________

Your Health Matters
Special Patients
Received By Facility

- Cape Breton Regional
- Cumberland Regional HCC
- IWK
- NHI-QEI
- South Shore Regional Hospital
- Victoria County Memorial Hospital
- Yarmouth Regional Hospital
Special Patients by Region

- Central: 94.89%
- East: 3.3%
- North: 2.2%
- West: 7.6%
Special Patients By Location

- Bedford
- Bridgewater
- Church Point
- Cow Bay
- Dartmouth
- Elmsdale
- Halifax
- Sackville
- Sims Settlement
- Spring Hill
- Way Cobah First Nations Reserve
SPECIAL PATIENTS BY PROBLEM

- Admission: 71%
- Allergies/Envenomations: 3%
- Breathing Problems: 1%
- Card/Resp Arrest/Death: 8%
- Convulsions/Seizures: 1%
- Falls: 1%
- Headache: 1%
- Hemorrhages/Lacerations: 1%
- Return to Residence: 1%
- Sick Person: 1%
- Stroke (CVA): 1%
- Test / Procedure: 1%
- Unconscious/Fainting: 1%
- Unknown Problem (Man Down): 1%
The Process:

The ID Card

- The application is reviewed. If approved a protocol number is assigned.
- An EHS paramedic delivers the ID card to the residence and reviews the program and card with the patient &/or next of kin.
- Paramedic confirms residence is appropriately g-located at the Medical Communication Centre.
- Cards are continually updated as patients grow/develop or as new protocols arise.

The 911 Call

- The dispatcher cross references the special patient protocol binder to confirm any information that may not have been given to them at the time of the call by the patient/caregiver to pass onto the crew.
- Paramedics respond to the residence and follow the special patient protocols as listed on the back of the ID card.
- Paramedics call ahead to the Emergency Department on route.
- A report and handover of the patient is given to the in-hospital care providers.
Threats:

• The success of the special patient program is largely dependent on the broad enrollment of patients requiring special care. The single largest threat of the special patient program is ensuring adequate program education and awareness reaches all prospective patients.
EHS
SPECIAL PATIENT APPLICATION

Send applications to:

Fax: (902) 424-1781

Email: tanya.fraser@gov.ns.ca

Mail: Emergency Health Services
     237 Brownlow Ave, Suite 160
     Dartmouth, NS  B3B 2C5

Questions: 424-1729
For More Information Contact:

• www.gov.ns.ca/health/ehs

• Emergency Health Services Nova Scotia Office of the Provincial Medical Director
  (902) 424–1729