

Case Review - Clinicians >

Case / incident Detail

Title

Case / incident Detail

Case Date

Case / incident Detail

Status
Complete

Review mth
Oct 25

Review Type
Internal Request, Delay

Review Level
Medium

Brief description

Patient Detail

Main Clinician



Staff Detail

Supplementary Clinician

Shield

CCO

Call Taker



Staff Detail

- Call Details for NICE
- Case / incident Detail
 -
 -
 -
 -
 -

Was this case during EOC?
yes

Referred By
OSR, Staff request (Management)

External Stakeholders

ACT Minister, ACTIA, ACTF&R

Internal Stakeholders

Chief Officer, Operations Manager, GM CGU

Case Type

Patient Detail

SICK PERSON selection issue?

No

Did the Clinician call share?

Yes

Was advice given via the CT and documented?

N/A

Initial hashtag applied?

no

Grade change on initial call?

no

If so, what was the rationale for the grade change?

Was the case upgraded post subsequent contact with the scene?

N/A

FAR usage

prior to form update

Was the case Clinician Tagged?

no

other Clinician notes added

Documentation Comments

ANR topic

Was STS used in the ANR?

Were the correct regrade and revised case type selected?

Did the Clinician complete the ANR form sufficiently?

Were any referrals or self management advice safe?

ANR outcome

ANR Comments

Were any required call backs completed?

yes - completed

Were callbacks made according to SOP timelines?

Yes

Was appropriate advice given during the callback?

Yes

Callback Comments

Case / incident Detail

[REDACTED]

Triage Comments

Patient Detail

was the triage appropriate?

yes

Did the Clinician adhere to the Customer Service Guidelines?

Yes

Clinician comms

Mthly report

Feedback

Case / incident Detail

Feedback status

Review Determination

Meets standard

CDP/AF Category

Resourcing Issue

CDP/AF description

Case / incident Detail

Clinician-specific theme(s) requiring addressing or that were of concern

None Required

SAC Code

SAC 2

General Comments

Patient Detail

Files

CDP ref number

Case / incident Detail

ACTIA notification

No

Attachments

Staff Detail

Staff Detail

Staff Detail