New Pathway for Category 3 and Category 4
999 Calls

A new pathway has been agreed with YAS where any calls received from Care Homes that are classified as **Category 3 or Category 4 will be routed from 999 to the Telemedicine Service** to see if they can support the residents and avoid an unnecessary attendance to hospital.

To cut down on handover processes and time please contact the **Telemedicine Service** before considering calling 999 unless it's clearly an emergency situation like someone is experiencing chest pain or stroke symptoms etc.

Category 3
90% in 120 minutes

Urgent Calls
e.g. non-severe burns, diabetes
In some instances patients may be treated by ambulance staff in their own home

Category 4
90% in 180 minutes

Less Urgent Calls
e.g. diarrhoea, vomiting, urine infection
In some instances patients may be given advice over the telephone or referred to another service such as a GP and Pharmacist

If you do call 999 you will need to have your laptop charged and ready for a video assessment to be carried out.

You can arrange for staff training in **how to use the Telemedicine Service** by contacting your Relationship Manager, or by pressing option 5 from the call menu once you have commenced a call to "Nurses"

Benefits of using Telemedicine as your first point of call

- Prompt referral to other services including Urgent Community Response Teams where face-to-face multi-Disciplinary assessments and interventions may be offered within the home
- Reduction in onward referrals and hospital attendance
- Sending a resident into hospital can have a detrimental effect as it can increase confusion, increase infection risks, result in delays in treatment, increase the risk of deconditioning and falls
- No requirement to release staff to escort residents to hospital (90% remain at home)

Worried about a resident and need support?
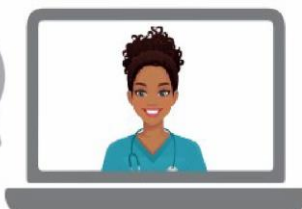
Have a question you can't answer?

THINK: Telemedicine

If you are thinking of calling 999, 111 or a GP

Could you use **Telemedicine** instead?

We're here 24/7 for any issue of concern