

SME Call # (Initials_XXX, E.G. KS_001)	KS_027	KS_065
SME Name	Kay Sugrue	Kay Sugrue
Contact Person FullName	[REDACTED]	[REDACTED]
Contact Person Mobile Number (NB take this immediately in case call is dropped)	[REDACTED]	[REDACTED]
Contact Person role/position	[REDACTED]	[REDACTED]
Date (E.g 01/01/2020)	13/04/2020	28/04/2020
Start Time of contact (E.g. 14:12) using 24 hour clock, insert N/A if email, voicemail	13:19	09:19
Contact Method	Call	Call
Contact direction	Incoming - unsolicited	Incoming - unsolicited
Contact person is?	External	External
Health and Social Care Service	DCOP	DCOP
Provider - SME leave blank	Support will complete in Master	Support will complete in Master
Centre Name	[REDACTED]	[REDACTED]
OSV	[REDACTED]	[REDACTED]
NFO2 reference number if available/applicable	n/a	n/a
SBAR :Situation	Overall Covid status of the centre	Outbreak
SBAR: Background pertinent background information related to	How many residents symptomatic (log maintained)	[REDACTED]
	Date of onset (E.g. 01/01/2020)	n/a
	How many staff symptomatic?	n/a
	not provided	n/a
	not discussed	n/a

<p>Information related to the situation could include the following:</p>	<p>Background: Free Text</p>	<p>Question relating to NF02 updates of outbreak situation</p>	<p>established outbreak. Significant screening of staff and residents has occurred. Screens show that a lot of residents are now recovered and others tested negative. OCT under guidance of PH have advised cohorting which would mean moving residents. CP wanted HIQA's view on this as a regulator as it would involve residents moving wards</p>
<p>SBAR: Assessment</p>	<p>Please select a checklist used?</p>	<p>Not applicable</p>	<p>Not applicable</p>
<p>SBAR: Recommendation</p>	<p>SBAR: Recommendation</p> <p>What is the nurse's recommendation or what does he/she want?</p>	<p>Advised that inspector will revert with updated process Contacted DCI (RM & CG also contacted-voicemails) SC advised to update initial NF02 if still live in portal if not contact RM Helen Linsay via email. Also request that location of residents confirmed or suspected cases are provided i.e wing/unit. CP contacted and advise given by DCI relayed.</p>	<p>HIQA recommends national guidelines and PH/ICT recommendations. Cohorting of residents recommended provided resident agrees and rights protected.</p>

End Time of contact (E.g. 14:12) using 24 hour clock, insert N/A if email, voicemail	13:22	09:26
Total length of call. SME does NOT need to fill in.	:03	00:07
Risk Rating (1-25, see "Risk Calculator")		
Immediate referral/escalation	Internal	Not applicable
Caseholder informed verbally?	Email and Phone	
External Referral Pathway by HUB?	No	
Referral/Actions of SME Include if phonecall/email occurred This column will indicate to Hub Support if an email needs to be saved to prism	Carol Grogan contacted via phone message left 13:27. Voicemail left with AW RM on call. DCI contacted. Advice received and given to update NF02 on portal if still live. IF not email RM Helen Lindsey and include the location of confirmed and suspected cases	
Contact Status (Completed by SME)	Move to Master, upload to Prism	Move to Master, upload to Prism
Date moved to Master (Completed by Support) (e.g. 01/01/2020 and initials)	13/04/2020 SM	28/04/20 KJ
Uploaded onto Prism (Completer by Support) (excel entry, checklist, email if applicable) (e.g. 01/01/2020 and initials)		