

HOSPITAL TO HOME SWIFT RECORDING PROCEDURE

This crib sheet should be used in conjunction with the Swift training manuals and other crib sheets. The abbreviation H to H has been used for Hospital to Home throughout this crib sheet.

This procedure covers Swift recording for the 3 separate Hospital to Home teams:

- ◇ Hospital to Home North (covering Alnwick Infirmary, Berwick Infirmary, Rothbury Community Hospital).
- ◇ Hospital to Home South East (covering Northumbria Hospital, Wansbeck General Hospital, North Tyneside General Hospital, Blyth Community Hospital, Whalton Unit).
- ◇ Hospital to Home West (covering Hexham General Hospital, Haltwhistle Hospital, Redbrick House).




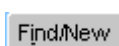
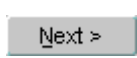
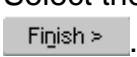
When a patient is transferred between Hospital to Home teams, for example a patient is moved from Northumbria Hospital to Hexham General Hospital, this should be treated as a discharge from one team and a new referral to the receiving team.

Recording Patient Contact

The contact note types preceded with “H to H” are only to be used by admin in accordance with this recording procedure. Professionals **must not** use notes preceded with “H to H”, they should maintain a record of patient contact by using the appropriate contact note types and refer to guidelines set out in the Case File Recording Standards Document.

Finding and Accessing a Person's Record



- Click on .
- Click on  and press Shift and F4 to clear out any existing search criteria.
- Enter the details to search for the person and click on .
- Select the person's record you wish to access by clicking on it and then select .
- If the person does not exist on Swift you will need to create them.


H to H Referrals

Recording Involvements




- Go to **Frontdesk** and click on **Involv** (Involvements).

Hospital to Home Team

- Press F6 and complete the following fields:
 - Date – enter the date that the H to H team became involved.
 - Organisation – click on the drop down box  and enter the short code for the team in the Short Name field:
 - HTHW for Hospital to Home South East.
 - HTHH for Hospital to Home West.
 - HTHN for Hospital to Home North.
 - Click on **Next >**. Select the team by clicking on it and then click on **Finish >**.
 - If H to H are the only team involved, click the Key Team box.
- Click on **Save**.




Hospital to Home Professional

- Press F6 and complete the following fields:
 - Date – enter the date that the H to H professional became involved.
 - Involvement – click on the drop down box  and search for the person involved. Click on **Next >**. Select the person by clicking on their name and then click on **Finish >**.
 - If there are no other professional involvements, record the H to H professional as the key worker by clicking on the Key Worker box.
 - If the H to H professional is not the key worker, record an Involvement Role of “Subscribed” so that they receive contact note workflow notifications.
- Click on **Save**.

Recording Referral to Hospital to Home Team





- Go to **Frontdesk** and click on **Ctacts** (Contacts).
- Press F6 and complete the following fields:
 - Contact Date – today's date will automatically be entered. Enter the date the referral was made to H to H.

- Time – the current time will automatically be entered. Enter the time the referral was made to H to H.
 - Source Type – select the referral source by clicking on the drop down box  and choosing from the list of options.
 - Source Organisation – select the hospital the patient is referring from by clicking on the drop down box  and carrying out a search.
 - Text – further information about the referrer can be entered in this field if necessary.
 - Outcome – select “Allocate to Hospital to Home team” from the list of options.
- Click on .

Recording Hospital Admission



Contact
Notes

- Go to .
- Press F6 and complete the following fields:
 - Note type – select "H to H - Arrive at Hospital".
 - Date – enter the date the patient arrived at hospital.
 - Start Time/End Time – enter the arrival time in both fields. You must use the 24 hour clock.
- Click on .

Recording Where the Patient is Referred From


When H to H receive a referral, a contact note must be recorded to state where the patient is being referred from.


For patients referred from Northumbria Hospital, Wansbeck General Hospital, Hexham General Hospital or North Tyneside General Hospital select either “H to H – Referral FoH” or “H to H – Referral BoH” depending upon whether the ward/unit is classed as a Front of House (FoH) or Back of House (BoH) function.

Note: Referrals from Northumbria hospital are recorded as “H to H – Referral FoH”.



Contact
Notes



- Go to .
- Press F6 and complete the following fields:
 - Note type – select either “H to H – Referral FoH” or “H to H – Referral BoH”
 - Date – enter the referral date. This should be the same date as the Contact date on the Frontdesk/Contact screen.

- Note Details – enter brief details of where the patient is being referred from e.g. ward number.
- Start Time/End Time – enter the time of the referral in both fields. You must use the 24 hour clock.
- Click on .

For patients referred from any of the other Hospitals (Alnwick Infirmary, Berwick Infirmary, Rothbury Community Hospital, Blyth Community Hospital, Whalton Unit, Haltwhistle Hospital, Redbrick House) use the appropriate “H to H – Referral” contact note type that gives the name of the hospital e.g. “H to H – Referral Blyth Community Hospital”, “H to H – Referral Berwick Infirmary”.



Contact
Notes

- Go to .
- Press F6 and complete the following fields:
 - Note type – select the appropriate H to H – Referral note type. There should be a Referral note type that states the name of the hospital the patient is referring from.
 - Date – enter the referral date.
 - Start Time/End Time – enter the time of the referral in both fields. You must use the 24 hour clock.
- Click on .

H to H Transfers

Recording Transfer to Another H to H Team

When a patient is transferred between Hospital to Home teams, for example a patient is moved from Northumbria Hospital to Hexham General Hospital this should be treated as a discharge from one team and a new referral to the receiving team.


Refer to guidance on H to H Discharges and H to H Referrals.

Recording a Transfer to Another Hospital (Covered by the Same H to H Team)


When a patient is transferred to a hospital that is covered by the same Hospital to Home team, e.g. a patient is moved from Northumbria Hospital to Wansbeck Hospital, then you should follow the procedure below for recording a contact note to indicate that a transfer has taken place.



Contact
Notes

- Go to .
- Press F6 and complete the following fields:
 - Note type – select the appropriate H to H – Transfer note type. There should be a Transfer note type that states the name of the hospital the



patient is transferring to e.g. "H to H – Transfer to Wansbeck General Hospital", "H to H – Transfer to Haltwhistle Hospital".

- Date – enter the date of the transfer.
 - Note Details – enter brief details of where the patient is being transferred to e.g. ward number.
 - Start Time/End Time – enter the time of the transfer in both fields. You must use the 24 hour clock.
- Click on .

Recording a Transfer from FoH to BoH Within the Same Hospital

- Where a patient is transferred to a back of house ward within the same hospital this should be treated as a transfer from FoH to BoH.





- Go to .
- Press F6 and complete the following fields:
 - Note type – select "H to H – Transfer FoH to BoH".
 - Date – enter the transfer date.
 - Start Time/End Time – enter the time of the transfer in both fields. You must use the 24 hour clock.
- Click on .

Note: where a case has been transferred to BoH from FoH and a "H to H – Transfer FoH to BoH" contact note has been recorded, you do not need to record a "H to H – Referral BoH" contact note.

H to H Discharges

Recording Discharge from H to H Team



- Go to .
- Press F6 and complete the following fields:
 - Note type – select "H to H – Discharged".
 - Date – enter the discharge date.
 - Start Time/End Time – enter the time of the discharge in both fields. You must use the 24 hour clock.
 - Outcome – select the appropriate outcome following discharge. The outcomes relevant to H to H are preceded with the letters "H to H" e.g. "H to H – Referred to STSS Therapy".
- Click on .

Recording Aborted Discharge

There may be instances where a patient has been discharged from the Hospital to Home team, however before their actual hospital discharge they need to be re-referred to the team.

Where this happens you must contact Systems Help Line and ask for the “H to H – Discharged” contact note to be amended. The note type must be changed to “H to H – Aborted Discharged” and some details must be entered in the Note Details field to explain why Hospital to Home team involvement is required again.

Ending Involvements

Once the patient is discharged from the Hospital to Home team, the involvement of the team and professional must be ended on Swift.



Frontdesk

- Go to **Frontdesk** and click on **Involv** (Involvements).
- Select the involvement of H to H by clicking on it.
- If the team is recorded as the key team, remove the tick from the Key Team field.
- Enter an end date.
- Click on **Save**.
- Select the involvement of the H to H professional by clicking on it.
- If the person is recorded as the key worker, remove the tick from the Key Worker field.
- Enter an end date.
- Click on **Save**.

Death of a Patient

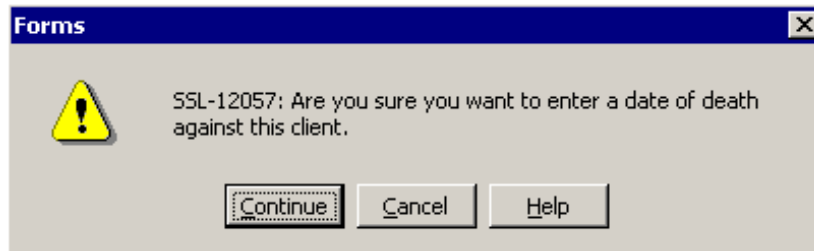
The following updates must be carried out in Swift when a patient dies during the period of involvement with the Hospital to Home team:


- Record a date of death.
- Enter a contact note to indicate that the case has been discharged from the Hospital to Home team.
- End Involvements of the team.

Recording Date of Death

- Click on **F'sheet** (Frontsheet).
- Click in the Date of Death field and enter the date the patient died.


- Click on . The following message will appear:



- Click on .

Recording Discharge following Death



- Go to [Contact Notes](#).
- Press F6 and complete the following fields:
 - Note type – select "H to H – Discharged".
 - Date – enter the date the patient died.
 - Note detail – record that the discharge was due to the death of the patient.
 - Start Time/End Time – enter the time of the discharge in both fields. You must use the 24 hour clock.
 - Outcome – select "H to H - Died".
- Click on .

Ending Involvements Following Death

End the involvements of the Hospital to Home team and professionals as described in the *Ending Involvements* section of this crib sheet.