



Clinical / Medical Alert Procedure

1. Guiding Principles

Effective: 28 September 2021

This procedure details the requirements for clinical staff (doctor/nurse/midwife/pharmacist/allied health) to ensure correct and complete reporting, notification and documentation of clinical / medical alerts (drug reactions, anaesthetic alerts, diet reactions and medical condition alerts).

It also details the integration between the clinical process and the Health Information Management (HIM) processes that are to occur within WA Country Health Service - South West (WACHS-SW), including the review of alerts by designated relevant responsible officers.

The principles of this procedure are based on the Department of Health MP 0053/17 [WA Clinical Alert MedAlert Policy](#).

A clinical / medical alert can be identified either on questioning of a patient or through the occurrence of an adverse event or diagnosis during a patient's admission.

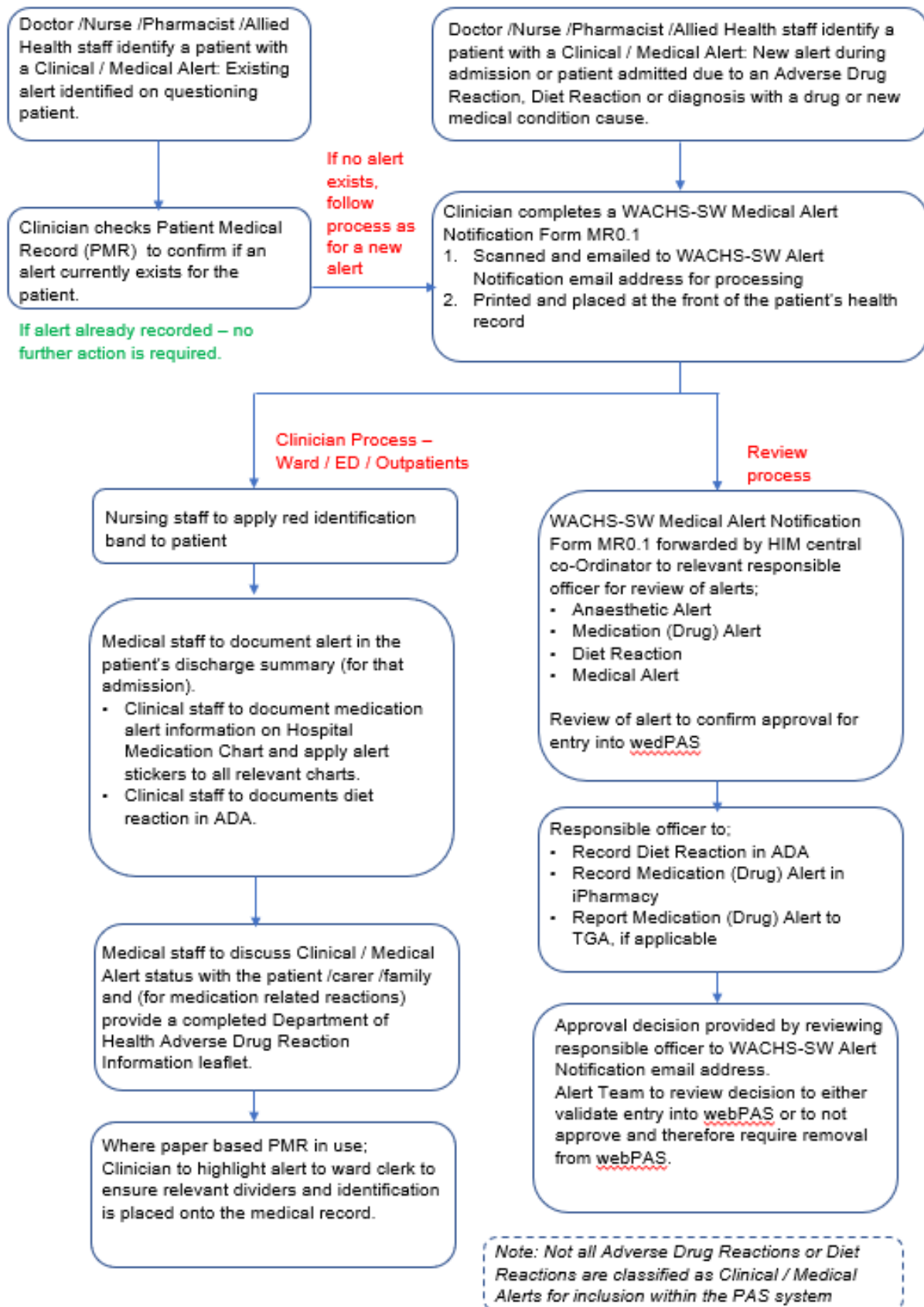
Clinical / medical alerts that are included in the patient webPAS data may be classified as an Anaesthetic, Medical, Medication (Drug) or Diet Alert. Staff are to refer to the WACHS-SW [MR0.1 Medical Alert Notification Form](#) for the most current list of alert categories.

All Medication (Drug) Adverse Reactions / Effects are to be recorded on the patient's medication chart and within the patients integrated notes. Not all Medication (Drug) Adverse Reactions / Effects will be defined as a Clinical Alert for inclusion in webPAS.

All Diet reactions are to be recorded in the Allergy Diet Application (ADA)

2. Procedure

2.1 WACHS-SW Process Flow Chart



Printed or saved electronic copies of this policy document are considered uncontrolled.
Always source the current version from [WACHS HealthPoint Policies](#).

2.2 Clinician Summary

This process details the requirements for clinical staff (doctor / nurse / midwife / pharmacist / allied health) to ensure correct and complete reporting of Clinical / Medical Alerts (drug reactions, anaesthetic alerts, diet reaction and medical condition alerts).

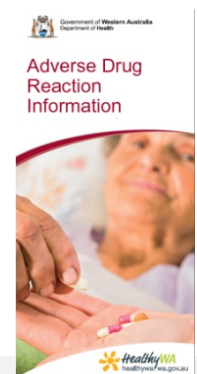
A Clinical / Medical Alert can be identified either on questioning of a patient or through the occurrence of an adverse event or diagnosis during a patient's admission.

- Clinical / Medical Alert: Existing Alert identified on questioning patient. Checks Patient Medical Record to confirm if an alert currently exists for the patient (Allergy / Sensitivity Label and Patient Alert Divider for sites with paper-based patient medical records or alert in webPAS / BOSSnet / ADA for sites on electronic patient medical records).

If alert is recorded no further action is required.

- Clinical / Medical Alert: New alert during admission OR patient admitted due to an Adverse Drug Reaction or diagnosis with potential drug, diet or new medical condition cause.
- Complete the WACHS-SW [MR0.1 Medical Alert Notification Form](#)
 - Scan and email to WACHS-SW Alert Notification email address. Place printed copy at the front of the patient's health record
- For sites with paper based medical records request an Alert Divider to be added to the patient's healthcare record and add a Patient Alert sticker to the medical record cover.
- Nursing staff apply red identification band to patient.
- Medical staff to document the alert in the patients discharge summary (for that admission).
- Document medication alert information on Hospital Medication Chart (HMC) and add alert stickers to all relevant charts.
- Medical staff to discuss Clinical / Medical Alert status with the patient / carer / family and (for drug related reactions) provide a completed Department of Health [Consumer Adverse Drug Reaction brochure](#).
- All forms are available via the [SW publications guide](#)

The form is titled 'WACHS - SW MEDICAL ALERT NOTIFICATION FORM'. It includes fields for Patient Name, Date of Birth, and Sex. Below these are checkboxes for 'Allergy', 'Sensitivity', and 'Medical Condition'. A section for 'Medical Alert Category' includes checkboxes for 'ADDD', 'UPSTATE', and 'SULLEIT'. There are also fields for 'Medical Alert Code', 'Description', 'Please name the condition if not listed', and 'Medical Alert Free Text'. At the bottom, there are fields for 'Responsible Clinician Name', 'Responsible Clinician Specialty', 'GP Name', 'GP Practice', 'GP Name', 'GP Practice', 'GP Code', 'Name', 'Unit', and 'Signature'. A note at the bottom states: 'DO NOT COMBINE WITH OTHER SW FORMS TO WACHS SW Alert Notification. On Print-out Form is provided to Administration Staff for processing. PRINT DATE: 18/01/2021 10:00:00 AM'.



Printed or saved electronic copies of this policy document are considered uncontrolled. Always source the current version from [WACHS HealthPoint Policies](#).

3. Definitions

| | |
|---|--|
| Clinical / Medical Alert | A diagnosis which has the potential to be of critical importance to a patient's management during the first 24 hours of their admission to hospital and assumes that the patient is not always capable of communicating such information. Classified as; anaesthetic, medical and medication alerts. |
| Medication (Drug) Adverse Reaction | A harmful or unpleasant reaction resulting from the use of a medication at doses normally used for the prophylaxis, diagnosis or treatment of disease. May be serious or unexpected; allergic or non-allergic. |
| Medication Side Effect | An effect of a medication that is secondary to the one intended. May be well known and due to the activity of the medication in the body. For example – hair loss for many cancer treatments. |
| Relevant Responsible Officer | The nominated staff to undertake review of Med Alert notifications for WACHS-SW in the relevant category for authorisation of entry into webPAS and any additional reporting as required. <ul style="list-style-type: none"> •Anaesthetic Alert [All SW patients] – Bunbury Hospital Head of Department Anaesthesia. •Medication (Drug) Alert [All SW patients] – Chief Pharmacist •Medical Alert or Diet / Food Alert [Bunbury Hospital patients] – Director of Medical Services Bunbury •Medical Alert or Diet / Food Alert [District site patients] – Regional Director of Medical Services |

4. Roles and Responsibilities

Clinical Staff

Clinical staff (doctor/nurse/midwife/pharmacist/allied health staff) are responsible for the appropriate reporting of Clinical / Medical Alerts as described in this procedure, the completion and forwarding of the associated documentation, ongoing patient management and communication of the Med Alert to the patient.

Health Information Management (HIM) Staff

HIM staff are responsible for coordinating the entry of reported Clinical / Medical Alerts into webPAS, the distribution of the WACHS-SW MR Medical Alert Notification to the relevant responsible officer for review, follow up of outstanding reviews and the removal of non-approved Med Alerts from webPAS as directed by the relevant responsible officer.

Relevant Responsible Officer

The relevant responsible office is responsible for ensuring timely review of WACHS-SW MR Medical Alert Notification forms and response to the HIM team on the approval or non-approval of the entry into webPAS. They are also responsible for any addition reporting to statutory bodies that may be required as a consequence of the alert, for example Therapeutics Advisory Group.

All Staff

All staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

5. Compliance

This procedure is a mandatory requirement under the Department of Health WA Clinical Alert (MedAlert) Policy.

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

6. Records Management

All WACHS corporate records must be stored in the approved Electronic Documents and Records Management System.

[Records Management Policy](#)

All WACHS clinical records must be managed in accordance with [Health Record Management Policy](#).

7. Evaluation

Monitoring of compliance with this document is to be carried out by Health Information Management every 12 months.

8. Standards

[National Safety and Quality Health Care Standards: 1.3, 4.7](#)

9. Legislation

Nil

10. References

MP 0053/17 [WA Clinical Alert MedAlert Policy](#)

11. Related Forms

WACHS-SW [MR0.1 Medical Alert Notification Form](#)

12. Related Policy Documents

[WACHS Patient Administration System and Clinical Systems Business Rules Policy](#)
[HIM Patient Health Record Management Manual](#)

13. Related WA Health System Policies

MP0053/17 [WA Clinical Alert MedAlert Policy](#)

Supporting documents:

Department of Health [Consumer Adverse Drug Reaction brochure](#)

14. Policy Framework

[Clinical Governance, Safety and Quality Framework.](#)

**This document can be made available in alternative formats
on request for a person with a disability**

| | | | |
|---------------------|--------------------------------------|------------------------|-------------------|
| Contact: | Regional Chief Pharmacist South West | | |
| Directorate: | Medical Services | EDRMS Record # | ED-CO-16-19104 |
| Version: | 3.00 | Date Published: | 28 September 2021 |

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.

Printed or saved electronic copies of this policy document are considered uncontrolled.
Always source the current version from [WACHS HealthPoint Policies.](#)