

CHS59 Respond to referrals of individuals with health conditions

OVERVIEW

This standard covers the process of receiving and responding to referrals of individuals who have health conditions. The referral may be medical, social or environmental and may require further referral following assessment. The practitioner will need to review the referral information and determine its priority. The individual should be assisted throughout the process, and provided with information on what is happening. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. Relevant legislation and the parts relating to the care of individuals, including the role of practitioners and clinical practice, human rights, data protection, and health and safety
2. The principles and legislation applied to informed consent, including implied consent and expressed consent, and how these are applied in practice to protect individuals
3. The legislation relating to the care of individuals, including the role of practitioners and clinical practice, human rights, data protection, and health and safety
4. The ethics and responsibilities of practitioners, including professional codes of conduct and guidelines
5. Government and organisational policies, procedures and guidelines relating to the care of individuals with health conditions
6. Evidence based practice and its role in improving care
7. Enduring power of attorney and other statutory statements, and other formal and informal methods of expressing wishes, including living wills
8. The requirements and needs of individuals, and the resources and services that are available to help them
9. Confidentiality and privacy issues relating to individuals
10. Methods to ensure individuals can maintain their dignity
11. Diversity issues, including culture, religion, sexuality, and identity
12. Individuals' rights to information, and what is likely to be most useful to them during the different phases of a health condition
13. The ways of presenting information, including statistical, factual and anecdotal information

- 14.The abuse of individuals, including neglect, physical, emotional, sexual, and financial
- 15.The current issues and research debates on health conditions
- 16.Information and library services for practitioners, individuals and carers
- 17.The main journals, magazines, web-sites and patient guidance notes and leaflets for specific neurological conditions
- 18.The changes that occur during the course and different stages of specific health conditions
- 19.The practitioners that are available to individuals, and how obtain help from them
- 20.The services, equipment and other resources and benefits available to help manage health conditions
- 21.When to review the management of health conditions
- 22.The aetiology, course, and progression of specific health conditions
- 23.The possible causes of specific long term conditions, including genetic or environmental factors
- 24.The anatomy and physiology relevant to specific health conditions
- 25.The symptoms, complications, and outcomes of specific health conditions
- 26.The short, medium and long term effects of specific health conditions on individuals and their carers
- 27.The interventions for specific health conditions
- 28.Procedures and protocols for contacting individuals, practitioners, carers, and agencies
- 29.Record keeping systems and policies in the organisation
- 30.Complaints and appeals procedures
- 31.The criteria, options and procedures for referring individuals to other practitioners and agencies
- 32.The criteria, options, and procedures for assessing and prioritising referrals
- 33.The practitioners and agencies normally involved in referrals, and sources of information on them
- 34.The type of referral enquiries that are received, and procedures for clarifying information
- 35.How to work within interdisciplinary and multi-disciplinary teams

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.respect the individual's rights and wishes relating to their privacy, beliefs and dignity, and obtain informed consent whenever appropriate
- 2.respond to referral enquiries by providing relevant information
- 3.process the referral effectively
- 4.review referral information to confirm the need for an assessment
- 5.determine the priority of the individual's needs from the referral information provided by the referrer and your confirmation of the need for assessment
- 6.specify what type of referral action should be taken
- 7.ensure that the individual and their carer is provided with information and appropriate assistance to progress with the referral process
- 8.provide information to other practitioners on the important referral information that is

required from them

9. keep accurate, legible and complete records, and comply with all the relevant legal, professional, and organisational requirements and guidelines

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB2 Assessment and care planning to meet health and wellbeing needs. This standard has replaced LTCN7