Department of Health and Human Services
NORTH WEST AREA HEALTH SERVICE – PRIMARY HEALTH

Tasmania

Guideline for Use of "My Envelope"

Description:	Guideline to describe appropriate use of "My Envelope" when transferring Palliative Community Client from Home to Hospital and Hospital to Home
Audience:	Palliative Care Service Nursing staff, Community Nursing staff, Department of Emergency Medicine staff at NWRH, MCH and Rural facilities of Primary Health North West, Ambulance Tasmania staff
Approved by:	
Custodian:	General Manager, Primary Health North West
Version:	1.0
Effective Date:	September 2010
Review Date:	September 2011 or as necessary

Background

The "My Envelope" initiative was identified by the Palliative Care Working Party and the North West Rural Palliative Care Project in 2009, to strengthen links between dedicated palliative care teams and general practice. This tool will assist with the sharing of essential current client information between care providers to assist with streamlining transfer to acute care, and for efficient discharge home.

This concept is an adaptation of the "Yellow Envelope" currently used by Residential Aged Care facilities for a similar purpose.

Objectives

The objective of "My Envelope" is to:

- enable the identification of Palliative Care clients presenting at North West Regional Hospital and Mersey Community Hospital Emergency Departments, and Accident and Emergency Departments of Primary Health Rural facilities and
- to facilitate the appropriate sharing of up-to-date information from Community Nursing Service/the Palliative Care Service and other Primary Care providers.

Guidelines

1. "My Envelope" is effectively 'owned' by the client / family. This will support self responsibility and determination in directing and management of ones own health care.
2. "My Envelope" is to be used by Palliative Care / Community Nursing clients who have been identified as having a life limiting illness and/or a deteriorating health condition.
3. The Palliative Care / Community Health Nurse will explain to the client and their family/carers the purpose of the envelope. See attachment 1.

4. The Palliative Care / Community Health Nurse will complete all sections after the initial nursing assessment/admission to service, except the "reason for transfer" on the 'Transfer to Hospital' side of the envelope (Green).

5. The Palliative Care / Community Health Nurse is to place in the envelope a photocopy of the current;

    - Nursing Assessment,
    - Medication / Drug Chart,
    - Advanced Care Plan,
    - Enduring Guardianship,
    - Not for Resuscitation order.

6. 'My Envelope' should be kept in a prominent place in the clients' home that is easily accessed by Community Nursing staff, Palliative Care staff and Ambulance Tasmania staff. The client/family/carers should be aware of the location of the Envelope.
7. The magnetised card is to be placed on the client's fridge in clear view. This is a visual alert for all staff. See attachment 2.
8. "My Envelope" is to accompany the client when they need to be transferred to hospital.
9. "My Envelope" is to be secured and stored in the client's medical record until discharge.
10. When preparing for discharge the RMO or Nursing staff should complete the 'Discharge from Hospital' side of the envelope (Maroon) and place pertinent information for Community Nursing and Palliative Care Service inside the envelope.
11. On discharge from hospital "My Envelope" is to be returned to the client to take home.
12. When the Community Nurse/Palliative Care Nurse next visits the client at home, a new envelope should be completed replacing the used one. The used envelope is to be placed in the client's home file.

Attachments

1. TEMPLATE: Instructions for clients, family and carers
2. TEMPLATE: Magnet