 Winnipeg Regional Health Authority Office régional de la santé de Winnipeg <i>Caring for Health À l'écoute de notre santé</i>		Operational Guideline		
TITLE: Clinic Liaison Nurse Process				
APPROVED BY: Kim Bailey			TARGET REVIEW DATE 2013	PAGE 1 of 4
<input checked="" type="checkbox"/> Population and Public Health	Date April 18, 2011	<input type="checkbox"/>		

1.0 Purpose:

- 1.1 To ensure a clear consistent process for the Healthy Sexuality and Harm Reduction (HS/HR) team Clinic Liaison Nurse (CLN).

2.0 Scope and Goal:

- 2.1 This guideline is intended for Nurses who perform the CLN role within the HS/HR team.

3.0 Background

- 3.1 The CLN is an integral member of the HS/HR team. The CLN:

- receives information and follows up with health care providers regarding situations where people have tested positive for, or been named as contacts to sexually transmitted and blood borne infections (STBBIs);
- collects pertinent information necessary for case management, surveillance and evaluation;
- participates in completion of communicable disease investigations by gathering and documenting information about contacts from health care providers and their support staff;
- determines the priority of each report (e.g., report of disease in a child or pregnant woman, untreated infection);
- informs the Public Health Nurses (PHNs) of cases requiring follow-up and provides health care providers with information about management of STBBIs.

- 3.2 The CLN manages some 'out of region' STBBI cases tested within the Winnipeg Health Region; this may include referring public health management to other jurisdictions through Manitoba Health.


4.0 Procedure:

- 4.1 **Find** the "CLN" silver keys in key cabinet in photocopy room for:

- ✓ Office door (main key opens all doors)
- ✓ Black cabinet

- 4.2 **Pull** files from the black file cabinet

- ✓ PHN files are found in front of alphabetized area
- ✓ CLN files are found in alphabetized area

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TITLE: Clinic Liaison Nurse Process				
APPROVED BY: Kim Bailey			TARGET REVIEW DATE 2013	PAGE 2 of 4
<input checked="" type="checkbox"/> Population and Public Health	Date April 18, 2011	<input type="checkbox"/>		

- ✓ Awaiting call back files are found in black plastic file holder. Check date to ensure files are appropriately dealt with by diarized date.

4.3 Organize: the “pulled” charts; along with charts from PHN for the day by clinic or physician/nurse practitioner.

- 4.3.1 Check black plastic file holder for all charts diarized to see what’s there. For example, if calling a clinic such as Klinik and another Klinik chart is in for the next day, when calling Klinik advise re: new client and that awaiting callback for another client message left yesterday, re-diarize for 2 days batching together.

4.4 Prioritize:


- 4.4.1 CPL (may generate a call to another Dr. office and thus, add to “4.3” above)
- 4.4.2 Urgent stickers (PNT, children, pregnant, CT/GC of the eye)
- 4.4.3 New CT/GC (esp. Dr. McCarthy, prenatal GC, Remand/ MYC, AFM...) see Appendix I
- 4.4.4 Call backs or repeat calls for follow up
- 4.4.5 Hep C
- 4.4.6 HIV and Syphilis are batched (with other charts for the same place), then returned to the appropriate PHN to negotiate process for follow up.

4.5 Fax

- 4.5.1 Fax: “pre-fab” copies in grey drawer for many of the following:
- ✓ 4 Rivers (Main and Broadway), MYC, MCC
 - ✓ Fax & phone STI nurse @ MCC – Mon. for Tues. and Thurs. for Fri.
 - ✓ Community Hospitals (CT and GC only)
- 4.5.2 Blank fax form (cover sheet) in grey drawer
- 4.5.3 Request for client information (CT/GC); fax form for info that can be sent to any Dr’s office.
- 4.5.4 Hep C fax for clinics requesting fax

4.6 Phone calls: list is constantly being revised – advise Admin if new or corrected phone # is obtained.

- 4.6.1 If no answer, leave the central call back number 940-2509. “Please call back with the chart for: name, clinic number, DOB... advise it is ok to

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TITLE: Clinic Liaison Nurse Process				
APPROVED BY: Kim Bailey			TARGET REVIEW DATE 2013	PAGE 3 of 4
<input checked="" type="checkbox"/> Population and Public Health	Date April 18, 2011	<input type="checkbox"/>		

leave detailed message on our confidential voicemail. Diarize 2 days for call back.

4.6.2 To minimize confusion don't leave your name ("whoever answers should be able to help...")

4.7 Upon reaching clinic staff:

4.7.1 Confirm demographic information

- ✓ Name, AKA's, DOB, address, postal code & phone number

4.7.2 Details of follow-up:


- ✓ Reason for testing (eg. symptoms, routine, prenatal, client requested testing...)
- ✓ Other tests – STBBI blood work (Syphilis, HIV, Hep B+C, and the date done.
- ✓ Treatment (date and medication, dosage and frequency)
- ✓ Interview (clinic or PHN to do)
- ✓ NSTD date sent
- ✓ PG (EDD, TOC planned-date?) *Refer to Manitoba Health Communicable Disease Control Protocol re: TOC
- ✓ **Add **RUSH** sticker if PNT or other urgent concern (e.g. eye, 12 and under, LGV, there is a neonate who is an untreated GC contact...)

4.7.3 Date and file chart:

- ✓ Indicate in pencil the clinic and/or Dr's name and call back date- usually 2 working days unless 4 Rivers Clinics or a Community Hospital, which is 5 working days.
- ✓ File in the awaiting call back black plastic receptacle.

4.7.4 **Return to PHN:** when finished or when there have been 2 attempts to contact the clinic (by phone call and/or fax)

4.7.5 **Transfers within:** If a chart is open to "CLN" (ie. Out of Towner tested in WRHA) is found to have a Winnipeg address give to admin to reassign to area PHN – also CLN are not case managers for complex charts eg.

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TITLE: Clinic Liaison Nurse Process				
APPROVED BY: Kim Bailey			TARGET REVIEW DATE 2013	PAGE 4 of 4
<input checked="" type="checkbox"/> Population and Public Health	Date April 18, 2011	<input type="checkbox"/>		

Syphilis, HIV, CT/GC of the eye, children 12 and under. These charts are assigned to OCN#1 even if they do not have WRHA address.

4.7.6 Transfer out of town: eg. CLN chart that requires tx or interview... As there is no NSTD to make notes on CLN should do the following:

- ✓ Write closure note on the lab slip with info, from testing site (tx, symptoms, bw done, ph#...), write “refer to MB Health” for interview or whatever is needed.
- ✓ Photocopy lab slip for Mb Health
- ✓ Stamp lab slip with “sent to MB Health” with date
- ✓ Put in Mb Health hanging folder located in admin office
- ✓ Hold for 2 weeks in case an NSTD comes
- ✓ If none received – write closure note on CDC form and progress notes.

4.7.7 New cases for CLN:

- ✓ Initial and date STI cover. Diarize.
- ✓ Post it note with doctor’s name and phone number.
- ✓ Memo date as per guidelines and file in black cabinet.

4.7.8 Lock up:

- ✓ “In basket” contents, awaiting callbacks, message book etc. in the black cabinet and lock cabinet
- ✓ ****Remember to put the key back for the next person****
- ✓ Log off computer