III. PROCEDURE FOR CONDITION H: CONDITION HELP

A. Condition H may be activated by dialing X 3-3131 and announcing "Condition H", the location and the nature of the situation.

B. Telecommunications Department activates Condition H pagers and announces Condition H overhead. Telecommunications Department calls main phone number of floor where Condition H called to alert staff.

C. Team Membership:

1. Physician from Internal Medicine Non-Teaching Service
   a. Assess the situation and makes recommendations as to how to remedy the problem.
   b. Documents in the patient record and as needed communicates to other members of the Health Care Team.

2. Administrative Nursing Coordinator
   a. Assists with any needed transfer to a higher level of care.
   b. Reports details of the Condition H to Director of Inpatient Nursing, Vice President of Patient Care Services and Director of Patient Care Services Business Operations.

3. Patient Relations Coordinator
   a. Provides support as needed in psychosocial events or situations of patient dissatisfaction as directed by physician.
   b. Conducts post-Condition H patient/family interview to evaluate issues contributing to the need to call a Condition H and documents information on the Condition H (HELP) Follow-up Questionnaire.

4. Unit Nurse Caring for the Patient
   a. Respond to provide background information on the patient and meet immediate clinical need.
   b. Documents in the nurses note regarding Condition H.