

SevernSide

Integrated Urgent Care

UHBW Careflow Connect Process

Version:	Owner:	Created:
1.6	Hollie Gage	July 2022
Published:	Approving Director:	Next Review
04/08/2025	Lucy Grinnell	04/08/2026

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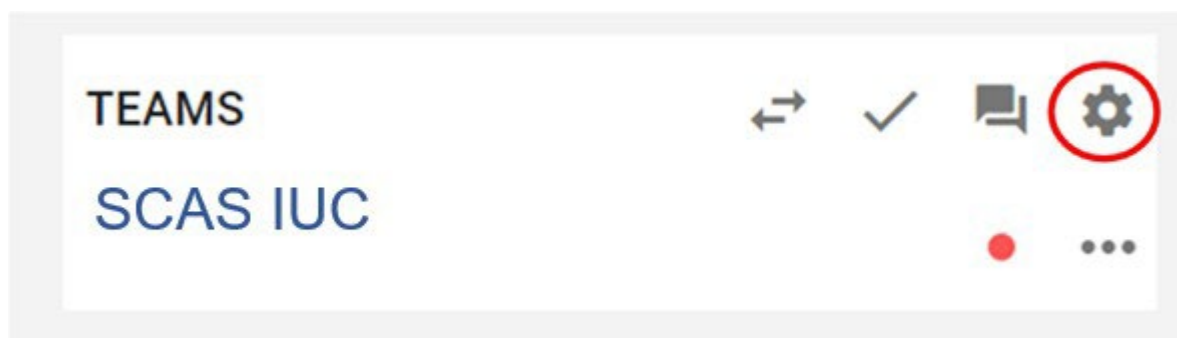
Introduction

This SOP outlines the process for referring to the Bristol Royal Hospital for Children's Emergency Department (BRHCED) via Careflow Connect. The process will be used for both paediatric and IUC CAS patients.

The Standard Operating Procedure

Joining the 'Team' Individual Careflow Connect login details will be provided for all users – please contact your Team Manager if you have not received these. Please note, if you use Careflow Connect for NBT, you will not be able to use the same account and will need a separate account for UHB use.

Before you are able to use the below process, you must first become a member of the SevernSide 'Team' within the UHB Careflow Connect system. If you have already been made a member of the team, '**SCAS IUC**' will show under the 'Teams' heading on the Careflow Connect homepage, as below.



If SCAS IUC does not show in this section, click the cog icon (circled above), type SCAS IUC into the 'filter by team name' search box, and click Join. Once this step has been followed once, users should never need to repeat it.

Turning off email alerts

As a default setting, all users will receive email notifications when referrals are made from the Severnside team. To disable this, click on your name in the top right-hand corner of the Careflow Connect screen, and select Email Preferences. Switch all options to 'off'.

When the Clinician needs to make a referral, they should use the 'Finish for Non Clinical' option in Cleo while completing their notes and the 'Add to Children's ED Careflow Connect' reason. This will send the case into the oversight Queue.

In Careflow Connect:

1. Use the magnifying glass icon on the right-hand side of the screen to search for a patient using their NHS number

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2. Click the blue cross in the bottom right-hand corner of the screen, and select Referral conversation from the menu



3. In the 'Referral conversation from' box, select **SCAS IUC**.

In the 'Referral conversation to' box, select **BRHC Childrens ED Inbound Referrals**.

A brief summary is required in the Situation box, this should be the Clinical Code that the clinician has selected. If this is not available, please ask the clinician for a one- line summary for this box. The clinician's full consultation notes should be copied and pasted into the Background box, and a full stop be typed into the Assessment and Recommendation boxes (as you are unable to proceed with nothing in these boxes) Click Send Referral.

4. Once you have sent the referral, you are able to monitor when it is accepted by the Children's ED team by returning to the Careflow Connect homepage, clicking on **SCAS IUC** under Teams and looking at the referral's 'status' of the referral under the Team Updates section. This Status will change from 'Pending' to 'accepted' once the Children's ED team accept the referral.
5. ED may add notes to the referral or ask questions of us before the referral is accepted. Please do refresh your screen and check for these, responding to them via the same method where needed.

If the patient is not on Careflow Connect:

If you cannot find the patient when searching, you will need to contact UHB and ask them to create a Trust number for the patient. The admissions team work 24/7 and can create the number very quickly. Call them on 0117 3421361 with all the patient details. Once they have supplied the number you can then add the patient to Careflow Connect.

In Cleo:

Once added to Careflow Connect, from within the oversight Queue double click onto the patient, select complete and follow the prompts.

Tables

Date	Version	Author	Comments
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01/07/2022	1.1	Hollie Gage	Document Creation
01/02/2023	1.2	Nat Ryan	Update to patients not on careflow connect
09/05/2023	1.3	Nat Ryan	Update to BRCH name
29/12/2023	1.4	Hollie Gage	Full review, no changes
23/10/2024	1.5	Hollie Gage	Full review, no changes
28/06/2025	1.6	Nat Ryan	Update of Adastra to Cleo