



St John
Here for Life

St John Clinical Hub referrals via Emergency Q

St John and Emergency Q are dedicated to working with urgent care clinics to ensure patients receive the right care, in the right place, at the right time.

From November 30th 2020, St John will be piloting an Emergency Q portal within the Clinical Hub. In Auckland, 6% of our total 111 call volume is managed without sending an ambulance. Instead, alternative options are advised, one of which is referral to an urgent care clinic. Implementing this system will allow St John to work more closely with urgent care clinics to provide patients with access to the most appropriate care for their needs.

What is the St John Clinical Hub?

The St John Clinical Hub is a part of the Emergency Ambulance Communications Centre. It is comprised of St John paramedics and Homecare Medical nurses who provide secondary triage over the phone to low acuity 111 callers.

What is Emergency Q?

Emergency Q is a digital system that aims to empower patients to decide which care provider is best suited to their condition as well as reduce congestion in hospital EDs.

Emergency Q has portals for patients, waiting rooms, EDs and urgent care clinics, which display wait times, help direct people to the right care, generate vouchers and track patients to ensure they present.

POAC funding

When a patient has been advised over the phone to be seen at an urgent care clinic, they are also advised that the cost of the consultation will be covered. There has been no change to the POAC funding, and your usual process should be followed.

What to expect when a patient arrives

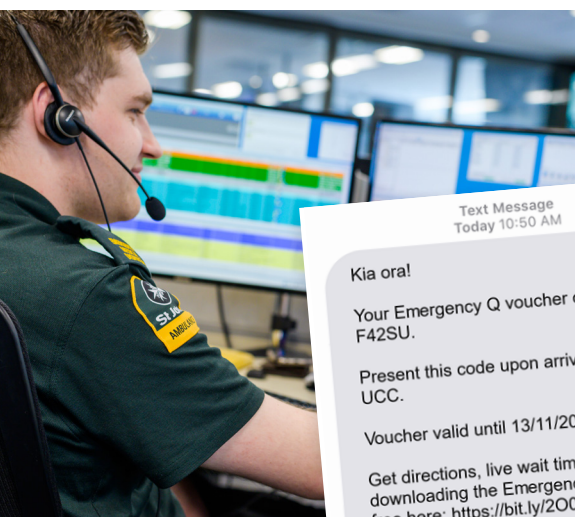
Urgent care clinics that work alongside Emergency Q will be notified of the patients impending arrival. Other urgent care clinics will be shown an SMS voucher by the patient (see pic). This way you will know they have been advised by a St John Clinical Hub clinician to be seen at an urgent care clinic.

Ambulance Care Summaries (ACS forms)

You will continue to see these forms when a patient has been seen in person by ambulance personnel and then referred to an urgent care clinic, this process has not changed.

Your feedback is important

We are confident the St John Emergency Q portal will be a great service improvement tool and hope you find this process of referral easy and helpful. We are keen to hear any feedback you may have.



Text Message
Today 10:50 AM

Kia ora!

Your Emergency Q voucher code is F42SU.

Present this code upon arrival at Test UCC.

Voucher valid until 13/11/2020 12:50pm.

Get directions, live wait times by downloading the Emergency Q app for free here: <https://bit.ly/2O0CbZy>

Please send any feedback to St John by emailing clinical.excellence@stjohn.org.nz