

PARTICIPANT INFORMATION STATEMENT



AUDIT OF AN EMERGENCY DEPARTMENT NURSE CALL BACK SERVICE

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Study contact details:

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Aims of project

- A registered nurse from the emergency department you attended will call you post discharge to determine how you are feeling. You will only be called if you were discharged home from the emergency department or discharged at own risk
- At the time of the follow up call the nurse will ask you some questions and check if you are following the discharge plan
- The reason why we are doing this is to identify if you are feeling worse post discharge and give recommendations for future management, in consultation with a registered emergency physician.
- Sometimes depending on you circumstance we may ask you to return to the emergency department for reassessment by a doctor, free of charge
- The aim of the study is to identify you before your symptoms get worse and ensure you get the appropriate care you deserve
- This is also a great avenue for our hospital to receive feedback from you about the care you received. So we can improve our service to the community

How we will do this:

- If you are a child <18years old we will call your parent/ guardian post discharge
- If you are confused or not competent to talk to staff post discharge we will speak to your primary care giver
- We will ask you a total of 5 questions that will take approximately 5 minutes depending on how you are feeling
- If you are distressed over the phone we will abort the questions and check in if you are okay. If necessary we will organise counselling
- If you don't want to talk to staff post discharge you don't have too. At the time of the follow up call tell the staff member your request

Storage of Information

- Demographic information will be non-identifiable. The information we obtain is routine data you give to the hospital when you attend for assessment. This will be stored in a non-identifiable electronic format. No name or DOB information will be used at any stage
- Confidentiality of data: All staff work abiding by the code of Professional Conduct for Nurses, Statement 5: 'Nurses treat personal information obtained in a professional capacity as private and confidential.'

Any questions regarding this project may be directed to the investigators:

Emily Knights and Professor Richard Gray of the College of Nursing & Midwifery, La Trobe University (see above contact details)

If you have any complaints or concerns about your participation in the study that the researcher has not been able to answer to your satisfaction, you may contact the Senior Human Ethics Officer, Ethics and Integrity, Research Office, La Trobe University, Victoria, 3086 P: 03 9479 1443, E: humanethics@latrobe.edu.au. Please quote the application reference number 2000001043 .

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