

## SJH ED trial

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Tue 2023-09-19 10:58

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 1 attachments (11 MB)

VCS\_MIU SJH ED SOPs v0.1 20230914.pptx;

The Emergency Department at St Johns Hospital is currently participating in a digital communication pilot in partnership with the department of Plastic Surgery and Minor Injuries at Western General Hospital. The pilot will require all referrals to Plastic Surgery and Burns to go through a digital app called Vocera Collaboration Suite. The trial will begin on Tuesday 19<sup>th</sup> September and run for 4-6 weeks, during this time all requests to Plastics should be made via the app. Please see attached guidance for instructions and log-in details.

Vocera VCS is a digital app that sits on a Lothian mobile phone and allows users to send and receive multimedia messages and supports group/1:1 chat. The app allows MIU and SJH ED to send photos of burns/injuries and clinical information to support specialist triage. It is hoped that by using the app, staff can mitigate against unnecessary transfer of patients from WGH to SJH and/or visits to the SJH ED for a face-to-face consultation. Key staff across the depts will be asked to carry a Myco3 handset with the Vocera app to send/receive Plastics requests via the app rather than by telephone/paging.

This trial is part of a larger scale scoping exercise which is piloting 3 different apps to see which app best fits the organisation's needs. Following all 3 trials, one of the apps will be chosen to replace the current pagers and rolled out across all acute hospital sites. The user experience will play a significant part in the final decision, so the project team are keen to hear feedback about the positives, negatives and suggestions for improvement. Please email [emma.x.park@nhslothian.scot.nhs.uk](mailto:emma.x.park@nhslothian.scot.nhs.uk) with any feedback or contact Reem Alsoufi and Rachel Anderson.

Many thanks

Emma

**Emma Park**

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