

Appendix 2

Example – Patient Workflow

Cairns and Hinterland Hospital and Health Service

Non-Eligible Patients Presenting to CH Emergency Department for treatment relating to Sexual Assault & Domestic Family Violence - Workflow

Patient presents the CH Emergency Department and is triaged. Patient NE status is identified.

ED Administration Officer completes IFC with patient and signs and takes copies of relevant documentation for Accounts.

Clinical team assess patient and identify DFV or SA as reason for presentation. Clinical treatment is completed accordingly.

On completion of ED treatment, treating clinician advises ED Administration staff of DFV/SA status.

ED Administration Officer notes:
“Treatment of SA or DFV – Do not invoice patient directly”
on IFC and places in the revenue folder for ED Senior Administration Officer collection.

Patient is discharged from service following usual processes.

FYI – If a patient is admitted, ED administration officer adds account notes to HBCIS stating **“treatment of SA or DFV - Do not invoice patient directly”** and emails CHHSAccountsReceivable and CHHHS_ED_SAO



COMPASSION



ACCOUNTABILITY



RESPECT



INTEGRITY



Queensland
Government