**Guidelines for conducting Surgical Site Infection Calls**

 **(if not conducted by ERP team)**

1) Check the patient is not deceased.

This can be done on your PAS system

* Enter the patients name into the patient search and identify them from the hospital number.
* Check patient details are correct
* Select patient
* Select Patient demographics on the right hand side
* If patient is deceased the top bar will be black and date of RIP listed

2) Check the patient is not an inpatient

This is done through LORENZO as above.

To check in patient status:

* Select My work tab
* Select inpatient on left hand side
* Enter patient hospital number in ID search
* Details will displayed at the bottom if patient is currently in hospital or
* No records to show if patient is not in hospital

3) Completing the follow up call guidelines

When you have obtained answers from the patient, please place a tick through the YES or NO box on the surgical site infection follow up call guidelines. Once the call is complete please place the completed guidelines into the patient record file.

4) What to do once the calls have been completed

Once the calls have been made, the details are uploaded to CISS. The ERP team will oversee this process. Some answers given by patients may need to be checked against ICE so please ensure you return the completed paperwork to the ERP team so that this can be checked and updated.

5) What if a patient asks me something I cannot help them with?

Please pass any queries to the ERP team who will ensure their query is dealt with.

**If you have any queries regarding the surgical site infection calls, then please contact The ERP Team on Ext xxx or mobile number: xxx**