



HEALTH HOLDING

HAFER ALBATIN HEALTH  
CLUSTER  
MATERNITY AND  
CHILDREN HOSPITAL

<b>Department:</b>	Emergency Room		
<b>Document:</b>	Multidisciplinary Policy and Procedure		
<b>Title:</b>	Patient Leaving Emergency Room Without Being Seen		
<b>Applies To:</b>	All Emergency Room Staff		
<b>Preparation Date:</b>	January 05, 2025	<b>Index No:</b>	ER-MPP-005
<b>Approval Date:</b>	January 19, 2025	<b>Version :</b>	2
<b>Effective Date:</b>	February 19, 2025	<b>Replacement No.:</b>	ER-MPP-005 (N)
<b>Review Date:</b>	February 19, 2028	<b>No. of Pages:</b>	3

## 1. PURPOSE:

- 1.1 To have a statistics of patients leaving the unit not having seen or treated by the physician.
- 1.2 To identify the reasons of patients leaving the facility not duly seen by the physician.
- 1.3 To make possible follow up of this patient.
- 1.4 To protect hospital staffs from any legal accountability for not examining the patient.

## 2. DEFINITIONS:

- 2.1 **Patient** – a person who is suffering from an illness or disorder who came to the Emergency Room to seek appropriate treatment of the presenting condition. Patient may be leaving the Emergency Room without being seen by the physician due to the following reasons:
  - 2.1.1 Patient is in a hurry to be seen by the physician but physician are busy with other patients.
  - 2.1.2 Patient changed his/ her mind not to go on with the consultation anymore and left the facility.
  - 2.1.3 Patient left the facility for any other reason.

## 3. POLICY:

- 3.1 All patients coming into the facility should be referred to the registration office. Patient's pertinent information should be taken by the registration office:
  - 3.1.1 Patients 4 names for Saudi and complete name for Non – Saudi
  - 3.1.2 Medical Record Number
  - 3.1.3 Age
  - 3.1.4 Address
  - 3.1.5 Status
  - 3.1.6 Nationality
  - 3.1.7 ID number and type
  - 3.1.8 Contact number

## 4. PROCEDURE:

- 4.1 Patient to be assessed in the triage area.
- 4.2 Physician should be notified about the patient.
- 4.3 For any patient leaving the unit without having been seen or examined by the physician due to whatever cause, the nurse should notify the ER physician.
- 4.4 ER physician should check for the patient's data or the condition presented by the patient.
  - 4.4.1 If patient condition is serious that needed treatment, an attempt should be made to follow up the patient by:
    - 4.4.1.1 Calling the patient to determine whether the patient has sought consultation and treatment of his/ her condition in other hospital.



- 4.5 ER Nurse on duty should inform the charge nurse or the head nurse, who in turn will inform the nurse supervisor about the incident of patient leaving the facility not provided with appropriate attention and treatment. ER nurse should document in the patient assessment paper the date and time the patient left.
- 4.6 ER receptionist should be notified that the patient left the unit without being treated so that proper cancellation of the printout will be done.
- 4.7 Data should be collected and analyzed every end of the month to determine the statistics of the patient leaving the unit without being examined and treated accordingly for performance improvement purposes.
- 4.8 Root cause analysis should be done by relevant department.
  - 4.8.1 Corrective actions to be implemented to avoid occurrence of such condition and to be recorded for next monitoring.

**5. MATERIAL AND EQUIPMENT:**

- 5.1 N/A

**6. RESPONSIBILITIES:**

- 6.1 Physician
- 6.2 Nurses

**7. APPENDICES:**

- N/A

**8. REFERENCES:**

- 8.1 Guidelines for Emergency Procedures, Clinical Policies and Procedures, Ministry of Health 2013.

## 9. APPROVALS:

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