

Overview of RAPPID:

RAAPID is designed to provide a single point of contact for physicians and health care providers to access appropriate and timely advice, referral, admission, repatriation and consultation for patients. RAAPID utilizes key information including, but not limited to, destination protocols, clinical flow maps, system/site capacity, on-call rosters and the principles of Patient & Family Centred Care in communicating, facilitating and coordinating Referrals, Repatriations and Major Incident Notifications.

Key benefits offered through RAAPID:

- Referral processes are built with the consulting services to ensure service criteria and referrals are appropriate.
- Ability to teleconference multiple parties which reduces time and work.
- Conferencing with tertiary and/or regional specialists to determine best location for the patient
- Bed queuing of patients in rural/regional sites that can wait in the sending site until bed is available for direct admit vs sending to Emergency Dept
- Recording of calls for quality assurance/improvement and future record.
- Faxing of referral summaries for billing purposes (physician practice ID database).
- Downstream communications to emergency triage, admitting, admitting units

Clinical Process Development – RAAPID

Use the following to begin the process of building your custom clinical for RAAPID to use

Catchment area – What sites/zones can use these referral pathways?	
<input type="checkbox"/> South Zone	<input type="checkbox"/> BC
<input type="checkbox"/> Calgary Zone rural (Claresholm)	<input type="checkbox"/> Other _____
Clinical Criteria	
Common inclusions	Common exclusions
Disposition possibilities	
<input type="checkbox"/> Advice <input type="checkbox"/> To emergency (for specialty to see – no need for ED) <input type="checkbox"/> To emergency (ED to see first) <input type="checkbox"/> Direct admission (when bed available) <input type="checkbox"/> Clinic referral <ul style="list-style-type: none"> ○ What clinic? _____ 	
Escalation process (when consultant unreachable)	
<input type="checkbox"/> Check ward/unit Unit name(s): _____ <input type="checkbox"/> Have switchboard attempt <input type="checkbox"/> Check OR <input type="checkbox"/> Check clinic Which clinic: _____ <input type="checkbox"/> Contact section lead Name: _____	
Will you accept referrals from physician learners? Y / N Are there specific units where your patient population gets admitted to? Y / N If yes, which unit(s): _____	