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| Patient Care Record |
| First Aid Sector |
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# Reference

Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021, Part 6, Regulation 38

# Introduction

A PCR is the documentation and record of patient care, and includes information to adequately describe the care, assessment or service provided. Patient care records are an important part of quality assurance and continuous improvement in patient care. This guidance sheet outlines the minimum required information to be documented in a PCR.

# Patient Care Record

## Minimum Information

The minimum information to be included in each episode of patient care provided by a first aid service includes:

* time and date of the patient care episode
* patient identification: patient’s name, date of birth, address, and gender
* all relevant clinical details of the patient, including the patient’s co-morbidities
* details of the monitoring and/or treatment provided
* additional information must be documented if an ambulance is called for the patient, this includes:
  + the reason for the ambulance request
  + the pick-up location of the patient and patient’s intended destination (e.g. specific health service)
  + attending ambulance identifier (e.g. crew name, employee number, vehicle number)

## Transfer of Care

If a patient is transported by ambulance to a health service, it is important the care provided by the first aid service is communicated to the receiving health professional in the form of a ‘handover’. A handover ensures the patient’s transfer is safe, enabling continuity of care. When transferring care of a patient to an ambulance service, first aid services are required to:

* provide a copyof the PCR to the receiving health professional and
* provide a verbal handover to the receiving health professional, if practicable.

## PCR Review and Audit

Reviews of PCR’s are important to ensure care provided is of quality and is safe. A PCR must be reviewed following circumstances where the patient:

* is transported to hospital by ambulance
* is given a schedule 3, schedule 4 or schedule 8 poison
* deteriorates whilst receiving care from the first aid service

Intermediate and advanced first aid services’ clinical oversight committees are responsible for overseeing the auditing of PCR’s and reviewing any changes made based on the outcomes of an audit.

For further information email  [NEPT, First Aid and Investigations](mailto:NEPTFirstAidRegulation@health.vic.gov.au)

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