Nurse Delegated Emergency Care Nurse Management Guidelines

Summary This Guideline contains 15 specific Nurse Management Guidelines (NMGs), which direct all clinical care provided in the Nurse Delegated Emergency Care (NDEC) model. It should be used by Registered Nurses (RNs) credentialed to practice NDEC in facilities where NDEC is authorised.

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Secretary, NSW Health
This Policy Directive may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for NSW Health and is a condition of subsidy for public health organisations.
NURSE DELEGATED EMERGENCY CARE (NDEC)
NURSE MANAGEMENT GUIDELINES (NMG)

PURPOSE
The Nurse Management Guidelines (NMGs) direct all clinical care in the Nurse Delegated Emergency Care (NDEC) model. NDEC is designed to provide timely, quality care for patients presenting to Emergency Departments (EDs) in rural and remote areas with low risk, low acuity conditions. Under this model the care of these patients is delegated by the facility’s Medical Officer/s to specially trained and credentialed registered nurses (RNs).

The NMGs guide appropriately trained and credentialed RNs to undertake assessment, investigation, intervention and discharge of patients presenting to EDs with specific less-urgent conditions.

KEY PRINCIPLES
This Guideline should be used by NSW Health facilities and Local Health Districts that have implemented the NDEC model. The NDEC Nurse Management Guidelines must be used in Emergency Departments where the NDEC model operates in accordance with Section 1.5 of PD2015_024 Standing Orders for the Supply or Administration of Medication under the NDEC Model and with local modes of implementation.

USE OF THE GUIDELINE
This Guideline should be used by RNs accredited to practice NDEC, in accordance with the NDEC Education and Accreditation Framework. The Guideline must only be used in facilities where NDEC is approved and for patient presentations that meet the strict inclusion criteria. Local Health Districts should ensure relevant staff have ready access to these guidelines.

REVISION HISTORY

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<thead>
<tr>
<th>Version</th>
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<th>Amendment notes</th>
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<tr>
<td>May 2017 (GL2017_009)</td>
<td>Deputy Secretary, Population and Public Health</td>
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</tr>
</tbody>
</table>

ATTACHMENTS
CONTENTS

1. BACKGROUND.................................................................................................................. 1
   1.1. About this document.................................................................................................... 1
   1.2. Legal and legislative framework................................................................................... 1
   1.3. Key features of the Nurse Delegated Emergency Care (NDEC) model.......................... 1

2. IMPLEMENTATION.................................................................................................................. 2
   2.1. Implementation Requirements....................................................................................... 2
   2.2. Credentialing of Registered Nurses for NDEC............................................................. 3
   2.3. Review Process............................................................................................................... 3
   2.4. Using the Nurse Management Guidelines ..................................................................... 4

3. LIST OF ATTACHMENTS - NURSE MANAGEMENT GUIDELINES .................................. 5
   3.1. BURNS (Minor) Nurse Management Guideline ............................................................ 5
   3.2. EARACHE Nurse Management Guideline .................................................................. 8
   3.3. EYE PROBLEMS (Foreign Body) Nurse Management Guideline............................. 10
   3.4. FOREIGN BODY Nurse Management Guideline.......................................................... 12
   3.5. MINOR HEAD INJURIES Nurse Management Guideline.............................................. 14
   3.6. INSECT BITES AND STINGS Nurse Management Guideline ...................................... 17
   3.7. LIMB INJURIES Nurse Management Guideline .......................................................... 19
   3.8. MARINE CREATURES STINGERS OR STINGS Nurse Management Guideline......... 21
   3.9. PAIN Nurse Management Guideline ........................................................................... 23
   3.10.RASH Nurse Management Guideline........................................................................... 27
   3.11. RESPIRATORY TYPE ILLNESS Nurse Management Guideline................................. 31
   3.12. TICK BITE Nurse Management Guideline ................................................................... 33
   3.13. URINARY SYMPTOMS Nurse Management Guideline................................................ 36
   3.14. VOMITING AND DIARRHOEA Nurse Management Guideline................................. 38
   3.15. WOUNDS Nurse Management Guideline..................................................................... 40
1. BACKGROUND

1.1. About this document

This Guideline contains 15 specific Nurse Management Guidelines (NMGs), which direct all clinical care provided in the Nurse Delegated Emergency Care (NDEC) model. It should be used by Registered Nurses (RNs) credentialed to practice NDEC in facilities where NDEC is authorised.

NDEC has been developed to improve the care of patients presenting to Emergency Departments with minor illnesses / injuries, and to support the rural clinical workforce in small Emergency Departments (ED). The Model defines the components of safe and quality care for selected low-acuity conditions, and outlines governance, education, credentialing and quality assurance processes so that an episode of care may be delivered entirely by an accredited RN. A robust clinical governance framework supports care provision when the patient presents, even when no medical officer is available at the site, under a delegated care model.

To be credentialed to practice NDEC, Registered Nurses must fulfil the requirements of the NDEC Education and Accreditation Framework, including satisfactory completion of the education modules, and competency assessment.

The NMGs have been developed and reviewed by a representative group of NSW clinicians with expertise in emergency care, paediatric care, general practice and rural health.


1.2. Legal and legislative framework

This Guideline is to be used in conjunction with the following policy documents: PD2013_043 Medication Handling in NSW Public Health Facilities; PD2014_025 Departure of Emergency Department Patients, and; PD2015_024 Standing Orders for the Supply or Administration of Medication under the NDEC Model in instances where a Nurse Management Guideline indicates the use of medications.

1.3. Key features of the Nurse Delegated Emergency Care (NDEC) model

Nurse Delegated Emergency Care (NDEC) is designed to provide timely, quality care for patients presenting to EDs in rural and remote areas with less urgent, low risk conditions. Under this model the care of these patients is delegated by the facility’s Medical Officer / s to specially trained and credentialed registered nurses. In a defined range of patient care episodes, NDEC-accredited nurses are authorised to undertake assessment, investigation, intervention and discharge, following detailed protocols and guidelines. Key features of NDEC include:

- Patients are assessed against strict inclusion criteria
- If inclusion criteria are not met then a medical review must be sought
• If the patient’s care can be provided through NDEC, the RN may provide nursing interventions to manage symptom relief. The patient may then be discharged with specific follow up instructions

• Follow up is offered to the patient by returning to the ED or attending a local GP clinic. The patient also receives a follow up phone call within 24 hours to check on their status

• NDEC may operate in a facility 24/7, or as an after-hours model or when no GP is available

• The nurse can opt out of the model if concerned about a patient’s condition

2. IMPLEMENTATION

2.1. Implementation Requirements

NDEC can only be only implemented with express support and cooperation from the facility’s Medical Officer(s), HSM[NUM] and LHD. Operating the NDEC model is within the scope of practice of a Registered Nurse. To be credentialed to practice NDEC, RNs must fulfil the requirements of the NDEC Education and Accreditation Framework, including satisfactory completion of the education and competency assessment. Qualification or endorsement as an Advanced Practice Nurse or Nurse Practitioner is not required.

Key prerequisites for the implementation of the NDEC include:

• Express support of care delegation and co-operation in implementing the model from the site General Practitioner(s), Health Service Manager / Nurse Unit Manager and Local Health District Executive is required

• Submission of NDEC Site Nomination Form to the Agency for Clinical Innovation Emergency Care Institute NSW (ECI). Endorsement by the NDEC Steering Committee is required for sites to work with the ECI to support implementation

• Pre-implementation education needs assessment

• Pre-implementation “Snapshot” audit of Emergency Department (ED) presentations pertinent to NDEC

• Pre-implementation staff survey

• Pre-implementation patient survey

• Pre-implementation audit covering existing clinical practice standards related to:
  o Patient assessment
  o Patient symptom management
  o Disposition practices
  o Documentation
  o Nursing staff competency and confidence with core nursing skills required for NDEC implementation

• Establishment of a local governance structure
• RN training and credentialing in the NDEC Model of Care (MoC) nursing skills
• Review and local endorsement of Nurse Management Guidelines (NMG)
• Endorsement of Standing Orders by Local Health District (LHD) Drug and Therapeutic Committee
• Adaption of the paper based NDEC documentation to FirstNet electronic medical record (eMR) if applicable
• Authorisation and communication of the NDEC “go-live” decision.

2.2. Credentialing of Registered Nurses for NDEC

Operating the NDEC model is within the scope of practice of a Registered Nurse. To be credentialed to practice NDEC, RNs must fulfil the requirements of the NDEC Education and Accreditation Framework, including satisfactory completion of the education and competency assessment. Qualification or endorsement as an Advanced Practice Nurse or Nurse Practitioner is not required.

Credentialing requires NDEC RNs to demonstrate ongoing evidence of recency of practice using NDEC, and ongoing safe use of NDEC through clinical practice audits. In addition to specific training requirements, the following mandatory education must be completed:

- Emergency Triage Education Kit program (or equivalent)
- NSW Ministry of Health Acute Paediatric Clinical Practice Guidelines on-line
- NDEC mapped core skills review


2.3. Review Process

The ECI will conduct regular reviews of the NDEC clinical practice materials through its Clinical Advisory Committee and NDEC Steering Committee, in line with its standard review schedule for clinical resources. Implementation sites can initiate review or revision of NDEC materials through ECI clinical governance processes. NDEC Patient Care Resources have been reviewed by the:

- ECI Executive Committee
- NDEC Steering Committee
- CEC Medication Safety Expert Advisory Committee
- LHD Drug and Therapeutics Committees

The ECI will provide NDEC sites with appropriate resources and education as reviews and updates occur. Individual sites will be responsible for updating local hard copy
resources and completing reviews of local Standing Orders in accordance with PD 2013_043 Medication Handling in NSW Public Health Facilities.

2.4. Using the Nurse Management Guidelines

The following diagram represents the decision process an NDEC RN undertakes when considering a patient for NDEC.

![Nurse Delegated Emergency Care Workflow Decision Tree](image)

All of the NMGs have a common format with the following features:

a) **Red Flags** (exclusion criteria) – the presence of any Red Flag immediately indicates the patient is not suitable for NDEC and that ‘usual care’ needs to be applied

b) **Additional Observations** and / or **Additional History** that is required

c) **Management Principles** outline the interventions that are in the scope of NDEC such as relief of pain or other symptoms, removal of foreign bodies, wound dressing or soft-tissue injury management

d) **Resources / Further References** provide additional information and evidence to support the practices described in the NMG
3. LIST OF ATTACHMENTS - NURSE MANAGEMENT GUIDELINES

3.1. BURNS (Minor) Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Infant ≤ 12 months
- High risk mechanism of injury
  - Confined space
  - Electrical injury
  - Chemical burn
  - Flash burn
  - Lightning strike
  - Airway and / or facial burns
  - Concomitant trauma
- Stridor, sore throat, hoarse voice, sooty sputum
- Burns to hands, feet, perineum, genitalia, over major joints or circumferential
- Singed facial hair, eyebrows, eyelashes or nasal hair
- Partial or full thickness burns in an adult ≥ 10% body surface area
- Partial or full thickness burns in a child ≥ 5% body surface area
- Pregnancy with cutaneous burns
- Significant co-morbidity
- Immune suppression
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts
ADDITIONAL OBSERVATIONS

* If limb affected, conduct a full set of neurovascular observations
* Calculate body surface area affected and depth of tissue injury (see ACI State-wide Burn Injury Service Minor Burn Management 2015 p.4)

ADDITIONAL HISTORY

1. Establish mechanism of injury
   * How was the burn sustained
   * Date and time of burn
2. First-aid treatment initiated prior to ED presentation
   * What was done
   * How long was it done for
   * Was clothing and / or jewellery removed
3. Tetanus immunisation status

MANAGEMENT PRINCIPLES

1. Jewellery (rings / watches etc.) must be removed from affected limb (cut jewellery if required)
2. Limb should be elevated
3. Continue or commence first-aid measures: cool burn with cool running water (not cold / ice) for at least 20 minutes. Cooling can be effective up to 3 hours after injury

   Do not apply ice to burns either directly or indirectly
4. Provide analgesia as required according to pain scale. Refer to Pain (any cause) NMG
5. For an epidermal burn only (e.g. minor sun burn), a suitable skin moisturiser (e.g. sorbolene cream) will usually suffice for treatment
6. For mid-dermal, deep dermal or full thickness burns, consult with a medical officer and NSW Specialist Burns Unit before applying any cream or ointment
7. Consider photographing burn injury after obtaining appropriate patient consent (see ACI State-wide Burn Injury Service Burn Patient Management p. 22)
8. Cover burn with appropriate dressing as guided by ACI State-wide Burn Injury Service Minor Burn Management 2015 p. 9
9. Consider consultation with a NSW Specialist Burns Unit for advice
10. Document assessment finding, interventions and outcomes
REFERENCES / FURTHER RESOURCES

   

2. ACI (2014) *Clinical Practice Guidelines: Burn Patient Management: ACI Statewide Burn Injury Service Agency for Clinical Innovation, Sydney*
   

Contact Details for NSW Specialist Burns Units

Children’s Hospital Westmead (paediatric patients):
   
   9845 1850 (business hours)
   9845 1114 (after hours)

Concord Repatriation General Hospital (adult patients):
   
   9767 7775 (business hours)
   9767 7776 (after hours)

Royal North Shore Hospital (adult patients):
   
   9926 7988 (business hours)
   9926 8941 (after hours)
3.2. EARACHE Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Child ≤ 2 years
- Aboriginal or Torres Strait Islander child (as per GL2014_023)
- Hearing loss
- Discharge from ear
- History of direct trauma (including blunt trauma) to ear
- Vomiting
- Dizziness
- Persistent fever
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

MANAGEMENT PRINCIPLES

1. Provide analgesia as required according to pain scale. Refer to Pain (any cause) NMG
2. History of live insect in ear; gently instil olive oil or lignocaine 1% into affected ear which will result in reduced pain and discomfort and drowns the insect (see lignocaine 1% Standing Order for dose)
   - DO NOT attempt to syringe the ear or attempt to remove insect – refer to medical officer if further treatment is needed
3. Document assessment findings, interventions, investigations and outcomes

REFERENCES / FURTHER RESOURCES

2. ECI – Patient Factsheet – Ear Infections in Adults

3.3. EYE PROBLEMS (Foreign Body) Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Known or suspected penetrating eye injury
- Chemical burn (acid or alkaline)
- Loss of vision
- History of metallic foreign body ≥ 24 hours and / or rust ring evident
- Periorbital swelling or cellulitis
- Situations which preclude the RN from completing a thorough eye examination e.g. non-compliant patient
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL OBSERVATIONS

* Assess patient's visual acuity bilaterally; with and without visual aids. Where available, document findings using NSW Health Eye Emergencies Form (SMR 040.200) or the Patient Care - Eye Examination ad-hoc chart within FirstNet.

ADDITIONAL HISTORY

* Tetanus immunisation status

MANAGEMENT PRINCIPLES

1. Remove patient's glasses or contact lenses prior to administration of eye drops
2. Instil amethocaine 0.5% or 1.0% anaesthetic eye drops (1-2 drops; see standing order)
3. Administer ongoing analgesia as indicated by pain score. See Pain (any cause) NMG
4. If foreign body present (non-penetrating), attempt to irrigate or touch off with moistened cotton-tip
5. When irrigation is indicated, irrigate with 1L of neutral solution (0.9% saline, Hartmann's)
6. Use fluorescein drops to stain eye (1-2 drops; see standing order)
7. After staining eye, use cobalt blue light source (slit lamp preferred) to assess for minor corneal or subconjunctival abrasions

8. If indicated, instil chloramphenicol eye drops and provide ongoing treatment discharge instructions (see standing order)

9. Document assessment finding, interventions, investigations and outcomes; ideally using NSW Health Eye Emergencies Form (SMR 040.200) or the Patient Care - Eye Examination ad-hoc chart within FirstNet if available

**NOTE:** Never give local anaesthetic drops to the patient to take home

### REFERENCES / FURTHER RESOURCES

1. ECI - *Patient Factsheet – Something in Your Eye*


3. Eye exam resources from the Emergency Care Institute

4. Further detailed ophthalmology resources available from the ACI
3.4. FOREIGN BODY Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Rectal / genital foreign body
- Actual or suspected ingestion or inhalation of foreign body
- Large or protruding foreign bodies (do not remove; stabilise if possible)
- Foreign bodies close to eyes
- Deeply embedded foreign bodies
- Presence of neurovascular compromise
- Wounds that appear infected (red, inflamed, discharging)
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL OBSERVATIONS

* If limb affected, conduct a full set of neurovascular observations.

ADDITIONAL HISTORY

* Description of object/s
* Number of foreign bodies - estimated or actual
* Anatomical location/s
* Tetanus immunisation status

MANAGEMENT PRINCIPLES

1. Provide analgesia as required as per pain scale. Refer to Pain (any cause) NMG.
2. Clean external area of any wound/s with sterile water or 0.9% sodium chloride.
3. Attempt to remove small, superficial foreign bodies with a sterile needle and / or sterile fine forceps – if removal is unsuccessful discontinue NDEC and escalate to medical officer.
4. Apply dressing/s where appropriate.
5. Consider administration of Tetanus Toxoid as per immunisation history and Tetanus Toxoid Standing Order.
REFERENCES / FURTHER RESOURCES

1. ECI - Patient Factsheet – Something in Your Eye


4. ECI – Patient Factsheet – Skin Cuts and Scrapes
3.5. MINOR HEAD INJURIES Nurse Management Guideline

**RED FLAG EXCLUSION CRITERIA**

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Infant ≤ 12 months
- Adult > 65 years
- Other body regions injured
- Open or penetrating injury
- Moderate or high risk mechanism:
  - Any accident involving a motorised vehicle or other high-speed mechanism
  - Pedestrian/cyclist struck by vehicle
  - Focal blunt trauma (bat, ball, foot)
- Fall > 1 metre
- GCS < 15 on arrival to ED or at any time in ED
- Loss of consciousness:
  - Child - any
  - Adult - > 5 minutes
- Post-traumatic amnesia > 30 minutes
- Seizures immediately prior to, or any time post injury
- Mild agitation or altered behaviour
- Abnormal drowsiness
- Any focal neurological deficit
- Clinical suspicion of a possible skull fracture
- More than 1 vomit post injury
- Headache:
  - Child - any
  - Adult - severe or persistent
- Coagulopathic / bleeding disorder (including warfarin, clopidogrel, aspirin or new oral anticoagulant [NOAC] use)
- Drug or alcohol ingestion
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the [NSW Health Standard Observation Charts](https://www.health.nsw.gov.au/healthstandards/unitedhealthclassifications/standardobservationcharts/standardobservationcharts.html)
ADDITIONAL OBSERVATIONS

* Neurological observations including GCS, pupil size, pupil response to light, limb movement, limb strength must be completed on all patients
* For patients ≥ 16 years, within 24hrs of a suspected closed head injury and a GCS of 13-15, commence Abbreviated Westmead Post Traumatic Amnesia Scale (A-WPTAS) assessment

ADDITIONAL HISTORY

* Establish mechanism of injury
  * How injury was sustained
  * Date & time of injury
* First aid / NSW ambulance treatment prior to arrival

MANAGEMENT PRINCIPLES

1. Provide analgesia as required according to pain scale. Refer to Pain (any cause) NMG
2. Patient receives hourly observations as per additional observations above for 4 hours as a minimum
3. If any deterioration in patient condition is detected then medical officer must be immediately notified
4. If the patient requires increasing amounts of analgesia to manage their pain, notify the medical officer
5. Patient must be discharged into the care of a responsible adult or carer
6. Provide patient / carer with head injury discharge information in addition to discharge letter
7. Document assessment findings, interventions and outcomes

REFERENCES / FURTHER RESOURCES

4. NSW Health (2012) Closed Head Injury in Adults - Initial Management
   [PD2012_013] NSW Ministry of Health
3.6. INSECT BITES AND STINGS Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Suspected snake bite, Red Back or Funnel Web spider bite
- Allergic response (any of the following)
  - Difficulty / noisy breathing
  - Swelling of lips, tongue, face, eyes
  - Swelling / tightness in throat
  - Difficulty talking and / or hoarse voice
  - Difficulty swallowing
  - Pain distal from bite / sting site
  - Vomiting
  - Abdominal pain
  - Wheeze or persistent cough
  - Generalised erythema or urticarial rash
- Past history of severe allergic reaction or known allergy to an insect bite or sting
- Signs of envenomation / neurotoxic paralysis (any of the following)
  - Drooping of eye lids (ptosis)
  - Decrease / paralysis of eye movements (ophthalmoplegia)
  - Limb weakness
  - Respiratory abnormalities
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

(Note separate NMG for Tick Bite and Marine Creatures)

ADDITIONAL OBSERVATIONS

* If limb affected, conduct a full set of neurovascular observations
ADDITIONAL HISTORY

* Full history of bite or sting
  * Date and time
  * Location / size of injury
  * Possible perpetrator
  * First aid treatment prior to ED including NSW Ambulance
* Tetanus immunisations
* Consider contacting Poisons Information (13 11 26) for further guidance

MANAGEMENT PRINCIPLES

1. Remove insect and stinger if still attached to skin
2. When removing stingers, use a sideways scraping motion to avoid further envenomation
3. Inspect patient’s clothing and remove any other insects and stingers
4. Apply a cold pack at 20 minute on / off intervals for pain relief and to reduce swelling
5. Provide further analgesia as required according to pain scale – refer to Pain (any cause) NMG
6. Consider administration of Tetanus Toxoid as per immunisation history and Tetanus Toxoid Standing Order
7. Document assessment findings, interventions and outcomes

REFERENCES / FURTHER RESOURCES

3. NSW Poisons Information Centre - 131 126 or visit www.poisonsinfo.nsw.gov.au
3.7. LIMB INJURIES Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Infant ≤ 12 months
- Neurovascular compromise
- Overt limb deformity
- Inability to bear weight on limb or walk 3 steps
- Injury involving the shoulder or hip
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL OBSERVATIONS

* Conduct a full set of neurovascular observations (as a minimum on arrival and prior to discharge)

MANAGEMENT PRINCIPLES

1. Jewellery (rings / watches etc.) must be removed from affected limb (cut jewellery if required)
2. Commence R.I.C.E treatment
   * **Rest:** Patient to rest injured limb
   * **Ice:** Apply cold pack for 20 minutes / 2nd hourly if injury to limb is ≤ 48 hours for analgesia and reduction in swelling
   * **Compression:** Apply a firm and supportive crepe bandage to injury
   * **Elevate** limb where possible
     * Apply sling where appropriate
     * Apply splint where appropriate
3. Avoid H.A.R.M.
   - Heat (hot packs, heat rubs etc)
   - Alcohol
   - Running (or excessive movement of injured limb)
   - Massage

4. Provide analgesia as required according to pain scale – refer to Pain (any cause) NMG

5. Provide crutches with appropriate instructions where indicated
   - Instruct the patient and / or carer on R.I.C.E. and H.A.R.M. principles for proceeding 72 hours

6. Document assessment findings, interventions and outcomes

REFERENCES / FURTHER RESOURCES

1. ECI - Patient Factsheet – Ankle Sprain

2. ECI - Patient Factsheet – Knee Injuries
3.8. MARINE CREATURES STINGERS OR STINGS Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Sting from venomous spiny fish, sea urchin or sting ray
- Wound from oyster shell
- One or more of the following (signs and symptoms of envenomation / allergy / anaphylaxis)
  - Non-localised rash
  - Blurred vision
  - Muscle weakness
  - Any facial paralysis
  - Fever
  - Headache
  - Confusion / agitation
  - Abdominal pain
  - Nausea or vomiting
- Presence of a foreign body
- Penetrating wound involving joints or soft tissue
- Involvement of face / eyes
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL OBSERVATIONS

* If limb affected, conduct a full set of neurovascular observations

ADDITIONAL HISTORY

* Full history of bite or sting
  * Date and time
  * Location / size of injury
  * Possible perpetrator
  * First aid treatment prior to ED including NSW Ambulance
* Tetanus immunisation status
* Consider contacting Poisons Information (13 11 26) for further guidance
MANAGEMENT PRINCIPLES

1. Provide analgesia as required according to pain scale. Refer to Pain (any cause) NMG

2. Refer to table below for specific creature management principles

<table>
<thead>
<tr>
<th>Marine Creature</th>
<th>Management</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jellyfish (non-tropical region¹)</td>
<td>* Remove any remaining tentacles</td>
<td>Jellyfish includes ‘Blue Bottles’</td>
</tr>
<tr>
<td></td>
<td>* Immerse affected area in tolerably hot (45°C) water for up to 20 minutes</td>
<td>Tentacle removal does not pose a risk to staff</td>
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<tr>
<td></td>
<td>Remove for a short time. If symptoms persist, re-immersse for 20 minutes as above in cycles for up to 2 hours</td>
<td>Hot shower is appropriate</td>
</tr>
<tr>
<td>Other</td>
<td>* Provide analgesia</td>
<td></td>
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<tr>
<td></td>
<td>* Clean and apply simple dressing to wound if required</td>
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</table>

3. Consider administration of Tetanus Toxoid as per immunisation history and Tetanus Toxoid Standing Order

4. Document assessment findings, interventions and outcomes

REFERENCES / FURTHER RESOURCES

   http://resus.org.au/?wpfb_dl=41

2. NSW Department of Health (2013) Snakebite and Spiderbite Clinical Management Guidelines NSW Department of Health, North Sydney


Details for NSW Poisons Information Centre

Children’s Hospital Westmead:

¹ Tropical jellyfish are generally found north of Bundaberg, Queensland. This Nurse Management Guideline does not cover tropical jellyfish envenomation.
3.9. PAIN Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Infant < 6 months
- Pain score ≥ 7
- Chest pain
- Abdominal pain
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL OBSERVATIONS

Complete formal assessment of pain using one of the following methods:

**Numerical Rating Score**

- Appropriate for patients aged 6 – 8 years and over
- Ask patient to rate pain on scale below (either verbal or point on scale)

![PAIN SCORE 0–10 NUMERICAL RATING](image)

Figure 1 - National Institute of Clinical Studies (2011) Emergency Care Pain Management Manual

* **Pain Score Severity**
  - No pain = Pain Score of 0
  - Mild pain = Pain Score of 1-3
  - Moderate pain = Pain Score of 4-6
  - Severe pain = Pain Score ≥7 (red flag)
Faces Rating Scale

- Can be used for younger children (≥ 4 years). Also work well for people with a culturally or linguistically diverse background (CALD).
- Ask patient to choose the face that best describes how they feel

![Faces Rating Scale Image]

**Figure 2 - National Institute of Clinical Studies (2011) Emergency Care Pain Management Manual / International Association for the Study of Pain**

FLACC Behavioural Pain Assessment Scale

- Can be used for paediatrics between 2 months and 7 years (also CALD)
- Each of the 5 aspects is scored from 0–2. Scores are tallied to give a pain score 0–10

<table>
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<tr>
<th></th>
<th>0</th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face</td>
<td>No particular expression or smile</td>
<td>Occasional grimace or frown, withdrawn disinterested</td>
<td>Frequent to constant frown, clenched jaw, quivering chin</td>
</tr>
<tr>
<td>Legs</td>
<td>Normal position or relaxed</td>
<td>Uneasy, restless, tense</td>
<td>Kicking, or legs drawn up</td>
</tr>
<tr>
<td>Activity</td>
<td>Lying quietly, normal position, moves easily</td>
<td>Squirming, shifting back and forth, tense</td>
<td>Arched, rigid, or jerking</td>
</tr>
<tr>
<td>Cry</td>
<td>No cry (awake or asleep)</td>
<td>Moans or whimper, occasional complaint</td>
<td>Crying steadily, screams or sobs, frequent complaints</td>
</tr>
<tr>
<td>Consolability</td>
<td>Content, relaxed</td>
<td>Reassured by occasional touching, hugging or “talking to”, distractible</td>
<td>Difficult to console or comfort</td>
</tr>
</tbody>
</table>

**Figure 3 - National Institute of Clinical Studies (2011) Emergency Care Pain Management Manual / University of Michigan Health System**
ADDITIONAL HISTORY

* Thorough pain assessment
  * Circumstances of pain onset / relieving factors
  * Location / intensity / radiation / characteristics of pain
  * Any other associated symptoms
  * Any treatment including previous medications
  * Medical / surgical history

MANAGEMENT PRINCIPLES

1. According to pain scale and medication standing orders, administer paracetamol or Panadeine®
   o Mild pain → paracetamol
   o Moderate pain → Panadeine® or consider administration of paracetamol and ibuprofen as per standing orders dosing schedule
2. Under the following circumstances, administer ibuprofen for mild pain as an alternative to paracetamol
   o Allergy or contra-indication to paracetamol
   o Patient has received 1g of paracetamol within the last 4 hours
   o Patient has received 4g of paracetamol within the last 24 hours
3. If patient has associated nausea, consider administration of an antiemetic as per Standing Orders
   Ondansetron 4mg tablet / wafer
   OR
   For adult patients ≥ 20 years only, administer metoclopramide with the following considerations
   o Tablet: if patient has not vomited in the past hour and is tolerating small frequent amounts of oral fluid
   o Parenteral: if patient is currently vomiting and unable to tolerate small amounts of oral fluid
4. Reassess patient using appropriate pain scale to assess effectiveness of intervention
5. Document assessment findings, intervention and outcomes.
REFERENCES / FURTHER RESOURCES

1. ECI – Patient Factsheet – *Pain Management*

2. ECI – Patient Factsheet – *Back Pain*


3.10. RASH Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Infant ≤ 3 months
- Haemorrhagic and / or non-blanching rash
- Facial and / or neck swelling
- Swelling inside the mouth
- Respiratory difficulty or stridor
- Any associated fever
- Vomiting or abdominal pain
- Rash with associated pain
- Vesicular type rash
- Suspected, or history of previous, anaphylaxis
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL HISTORY

- Description and location/s of rash
- Immunisation status
- Relevant social and infectious contacts
- Current medications
- Recent overseas travel – record and flag for follow-up with doctor
- Use the following Rash Chart to help identify rash:
## Rash Chart – adapted from Hunter New England Health

<table>
<thead>
<tr>
<th>Eczematous Rash</th>
<th>Erythematous Rash</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superficial dermatitis e.g. tinea</td>
<td>Redness and inflammation of the skin. Blanches under pressure.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Papular Rash</th>
<th>Papular Urticarial Rash</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small raised and solid area of the skin, usually occurring in clusters. Do not contain pus.</td>
<td>Raised and itchy patches on the skin e.g. insect bites</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Petechial Rash</th>
<th>Purpuric Rash</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tiny flat purple or red spots ranging in size from pinpoint to less than 2mm. Does not blanch.</td>
<td>Purple or red blotches on the skin. Blotches greater 2 mm to 1 cm in diameter.</td>
</tr>
</tbody>
</table>

***NOTE: Potential meningococcal rash***

***NOTE: Potential meningococcal rash***
**Pustular Rash**
Small raised and solid area of the skin filled with pus.

**Urticarial Rash**
Raised red blotches, welts or weals

**Vesicular Rash**
Raised areas of the skin filled with fluid e.g. blister, chicken pox.

**MANAGEMENT PRINCIPLES**

1. Give loratadine (as per Standing Orders) for obvious minor urticarial / allergic rashes and / or itch
2. Provide analgesia as required according to pain scale. Refer to Pain NMG.

   *If onset of rash is recent (≤ 1 hour) and possibly of an allergic nature, patient MUST be observed in the ED for at least 1 hour for signs of worsening allergic symptoms which may indicate anaphylaxis.*

**REFERENCES / FURTHER RESOURCES**

1. Australasian Society of Clinical Immunology and Allergy (2010) *Is it Allergy? The allergic child – early recognition and diagnosis* Australasian Society of Clinical Immunology and Allergy, Balgowlah
   
2. Australasian Society of Clinical Immunology and Allergy (2010) *Urticaria*
   Australasian Society of Clinical Immunology and Allergy, Balgowlah

3.11. RESPIRATORY TYPE ILLNESS Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Infant ≤ 3 months
- Chest pain
- Recent overseas travel
- Leg pain
- Increased respiratory effort including increased rate
- Meets case definition criteria for Pandemic Influenza1
- Recent infectious disease contact / communicable disease
- History of severe asthma
- History of Chronic Obstructive Pulmonary Disease (COPD)
- Paediatric patients:
  - Decreased ability, or inability to feed due to tiring
  - Respiratory distress assessed as mild, moderate or severe as per Respiratory Distress Table in the Standard Paediatric Observation Chart (ED SPOC)
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL OBSERVATIONS

1. Assess work of breathing
   * Audible breath sounds (grunting, wheeze etc.)
   * Respiratory effort
   * Use of accessory muscles
   * Nasal flaring

2. Auscultate lung fields for normal and abnormal breath sounds and air entry symmetry

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1 NSW Ministry of Health Pandemic Influenza case definitions are dynamic throughout an influenza season. Refer to specific LHD notifications for the most current Pandemic Influenza definitions.
ADDITIONAL HISTORY

* Events surrounding current illness (e.g. onset and duration of symptoms)

MANAGEMENT PRINCIPLES

1. Provide analgesia as indicated by pain scale. Refer to Pain NMG.
2. Encourage increased oral intake
3. Document assessment findings, interventions and outcomes

REFERENCES / FURTHER RESOURCES

1. NSW Health (2016) NSW Health Influenza Pandemic Plan NSW Ministry of Health, Sydney
3.12. TICK BITE Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- One or more of the following (signs and symptoms of envenomation / tick paralysis / allergy / anaphylaxis)
  - Non-localised rash
  - Blurred vision
  - Muscle weakness
  - Any facial paralysis
- Fever
  - Flu-like symptoms
  - Headache
  - Abdominal pain
  - Vomiting
- Known allergy to tick bites (see below)
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL OBSERVATIONS

If limb affected, conduct full set of neurovascular observations.

ADDITIONAL HISTORY

- Allergy to tick bites
- Tetanus immunisation status

MANAGEMENT PRINCIPLES

1. If the patient has a history of allergic reactions to tick bites, seek medical support. In these individuals ticks should be removed as soon as possible, but only by a doctor and where resuscitation facilities are readily available.
2. Otherwise, remove tick if still present – see below. Manual removal of ticks by forceps is the only method recommended by NSW Health.
**Tick Removal**

- Using fine tipped tweezers or forceps, grasp tick as close to the patient’s skin as possible.
- Using a smooth, steady upward motion pull tick straight out of skin (don’t bend or twist while removing)
- Avoid other methods of removal such as methylated spirits or using heat to make the tick detach from the skin.

*Note* the favoured sites for ticks are behind ears, back of head, groin, axilla and back of knees.

3. After removal, clean area where tick was located with appropriate antiseptic solution.
4. Cold compress can be applied to reduce pain and swelling.
5. Administer analgesia as per Pain (any cause) NMG if required.
6. Provide patient with **Ticks Patient Factsheet**.
7. Advise patient to seek immediate medical advice if severe pain, headache, fever, aching joints, abdominal pain and / or vomiting develops.

**REFERENCES / FURTHER RESOURCES**

1. Australian Resuscitation Council (2012). *Guideline 9.4.3 Envenomation - Tick Bites and Bee, Wasp and Ant Stings* Australian Resuscitation Council, Melbourne
5. NSW Health (2013) *Ticks* NSW Ministry of Health, Sydney  

3.13. URINARY SYMPTOMS Nurse Management Guideline

**RED FLAG EXCLUSION CRITERIA**

- Child at risk of significant harm
- Possible sexual assault
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Child ≤ 12 years
- Macroscopic haematuria
- Symptoms for > 7 days
- Pregnancy with gestation ≥ 19 weeks
- Loin pain
- Abdominal distention / tenderness / pain
- Existing urological abnormality including urological devices (IDC / SPC)
- Recent urology surgery
- New onset confusion / altered mentation
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the [NSW Health Standard Observation Charts](#)

**ADDITIONAL OBSERVATIONS**

- Obtain MSU and complete urinalysis. If positive for leukocytes and / or nitrites retain / send sample for formal pathology analysis as per local protocols.
- Add urine βHCG for females of potential child bearing age e.g. 10 – 50 years
- Blood glucose level - consult a doctor if result is outside the range 4 to 15 mmol/L.

**ADDITIONAL HISTORY**

- For females establish menses cycle

**MANAGEMENT PRINCIPLES**

1. Encourage increased oral fluids
2. For adult patients only, administer [Ural®](#) as per Standing Orders
3. Provide analgesia as required according to pain scale. See [Pain (any cause)](#) NMG.
4. If urinalysis positive for leukocytes and / or nitrites commence [cephalexin](#) as per Standing Orders and local facility guidelines
5. Document assessment findings, interventions, investigations and outcomes
REFERENCES / FURTHER RESOURCES

1. ECI - Patient Factsheet – UTI


   http://www.emed.theclinics.com/article/S0733-8627(08)00029-1/fulltext

3.14. VOMITING AND DIARRHOEA Nurse Management Guideline

**RED FLAG EXCLUSION CRITERIA**

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Child ≤ 2 years
- Adult ≥ 65 years
- Hydration status in adults assessed as moderate (≥ 5%) or severe (≥ 10%) dehydration
- Children assessed as having mild (3%) dehydration who have failed Trial of Oral Fluid
- Blood in vomit or stool
- Green in vomit
- Vomiting without diarrhoea
- Abdominal tenderness or distension
- Increasing / worsening abdominal pain
- Diabetes
- Immunocompromised
- Altered level of consciousness / agitation
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

**ADDITIONAL OBSERVATIONS**

1. Assess hydration status including
   - Urine output
   - Mucous membranes
   - Thirst
   - Skin turgor
   - Capillary refill
2. Blood glucose level
3. Obtain MSU and complete urinalysis if positive leucocytes or nitrites send for MCS as per local protocols
4. Consider obtaining a stool sample & send for MCS & OCS as per local protocols
5. Commence fluid balance chart
ADDITIONAL HISTORY

* Social / infectious contacts history

MANAGEMENT PRINCIPLES

1. Gastroenteritis clinical practice guidelines (paediatric or adult) should be used in conjunction with this NMG
2. Commence trial of fluids using a recommended oral rehydration solution (ORS) e.g. Gastrolyte® or Hydralyte™ as per Standing Orders
3. Consider administration of an antiemetic as per Standing Orders
   - Ondansetron 4mg tablet / wafer
   - OR
   - For adult patients ≥ 20 years only, administer metoclopramide with the following considerations
     - Tablet: if patient has not vomited in the past hour and is tolerating small frequent amounts of oral fluid
     - Parenteral: if patient is currently vomiting and unable to tolerate small amounts of oral fluid
4. Document assessment findings, interventions, investigations and outcomes

REFERENCES / FURTHER RESOURCES

1. ECI - Patient Factsheet – Diarrhoea and Vomiting
3.15. WOUNDS Nurse Management Guideline

RED FLAG EXCLUSION CRITERIA

- Child at risk of significant harm
- Suspected non-accidental injury
- Unplanned repeat ED presentation
- Infant ≤ 12 months
- Foreign Bodies (refer to Foreign Body NMG)
- Burns (refer to Burns (minor) NMG)
- Wound > 3cm in length and/or full dermal thickness
- Wound/s involving
  - Eyelids
  - Lips
  - Face (other than superficial)
  - Hands
  - Genitalia
  - Joints
  - External auditory canal
- Significant bleeding not controlled by direct pressure / compression bandage (excludes minor bleeding / ooze from wound)
- Neurovascular compromise
- Loss, decrease of function distal to wound and pain on movement (suspicion of tendon injury)
- Grossly contaminated wounds
- Infected or necrotic wounds
- Animal bite or scratch wound
- Human bite wound
- Any penetrating wounds to head, neck or torso
- Possible concomitant fracture
- History of workplace injury
- Yellow or Red Zones observations or additional criteria outlined in the NSW Health Standard Observation Charts

ADDITIONAL OBSERVATIONS

If limb affected, conduct a full set of neurovascular observations
ADDITIONAL HISTORY

1. Establish mechanism of injury
   • How was injury / wound sustained
   • Date and time of injury
   • Site/s and type of injury (laceration, abrasion)
   • General appearance of wound including cleanliness, length, depth and shape of wound
2. First aid treatment initiated prior to ED presentation
3. Tetanus immunisation status

MANAGEMENT PRINCIPLES

1. Jewellery (rings / watches etc.) must be removed from affected limb (cut jewellery if required)
2. Provide analgesia as required according to pain scale. Refer to Pain (any cause) NMG
3. Apply direct pressure and / or elevate wound where possible to stop bleeding
4. Clean wound/s with sterile water or 0.9% sodium chloride
5. If wound requires simple (non-invasive) closure, apply either
   a. sterile skin closures (e.g. Steri-Strips™)
   b. tissue adhesive for clean cut wounds
6. Apply appropriate dressing to wound/s
7. Consider administration of Tetanus Toxoid as per immunisation history and Tetanus Toxoid Standing Order
8. Document assessment findings, interventions and outcomes

REFERENCES / FURTHER RESOURCES

1. ECI - Patient Factsheet – Wound Care