Standard operating procedure (SOP) · AFT-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 42.4

At a glance

- Each patient is given written warning signs that need urgent help (AFT-FRM-002).
- Each patient is given a route to urgent help at any hour, by phone and in person.
- The patient is asked to repeat the warning signs back.
- The leaflet is in the patient's language.
- Stop and get help straight away if: a patient is discharged with no written warning signs or no out-of-hours route.

1. Purpose

To make sure a patient knows when to seek urgent help and how to reach it at any time (42.4).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

Patients who do not know which symptoms need urgent help may wait too long. Written warning signs, with a route to get help, let them act in time.

5. Responsibilities

Role	Responsibility	Competence
Discharge lead nurse	Owns the leaflet and the out-of-hours route	Clinical director
Discharging clinician	Gives the leaflet and checks understanding	Discharge lead nurse

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Give.

- Give the written warning signs and the out-of-hours route at discharge.

Key point: Given.

Step 2. Check.

- Ask the patient to repeat the warning signs back and record the check (AFT-FRM-002).

Key point: Checked.

Step 3. Confirm route.

- Confirm the phone number and in-person route are on the leaflet and current.

Key point: Confirmed.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Discharges with warning signs and route given	100%	Monthly	Discharge lead nurse	Escalate to the clinical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
AFT-FRM-002	Warning signs and urgent help record	Record

17. Evidence

Reference	Note
E-009	Based on the WHO Global Patient Safety Action Plan 2021–2030 for transitions of care, the WHO Emergency Care Systems framework for urgent help, and the ASF Hospital standard for discharge and aftercare.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- Aftercare & Follow-up: Standards for Safe Discharge (H-06)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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