Procedure · URG-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 21.7

At a glance

- Re-check each patient waiting to be seen at the set interval, and record it (URG-FRM-004).
- If a patient's condition changes while waiting, reassess at once.
- If a patient is deteriorating, escalate at once to the clinician on duty.
- Record each re-check and its outcome.
- Stop and get help straight away if: a patient waits three hours with no re-check.

1. Purpose

To make sure a patient who deteriorates while waiting is found and escalated (21.7).

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

A patient waiting to be seen can deteriorate without anyone noticing. Re-checking each waiting patient at a set interval, and recording it, catches the patient who is getting worse before it is too late.

5. Responsibilities

Role	Responsibility	Competence
Triage nurse	Re-checks waiting patients and escalates	Clinician

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. Re-check.

- Re-check each waiting patient at the set interval.

Key point: Re-checked.

Step 2. Reassess or escalate.

- Reassess at once if the condition changes. Escalate if the patient is deteriorating.

Key point: Acted on.

Step 3. Record.

- Record each re-check and its outcome on URG-FRM-004.

Key point: Recorded.

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
Waiting patients re-checked at the set interval	100%	Monthly	Clinical lead	Escalate to medical 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
URG-FRM-004	Waiting-room re-check record	Record

17. Evidence

Reference	Note
E-009	Based on the WHO Emergency triage, assessment and treatment (ETAT) manual (2005) and the WHO Emergency care systems for universal health coverage (2016).
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

No e-learning course is linked to this document yet.

Planned course: Waiting-room re-checks and deterioration. New course planned.

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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