

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Clinical Care

Title	Escort for Emergency Transfer
Code	106069L2
Range	This Unit of Competency is applicable to employees in elderly care services industry who provide clinical care to elderlies. This Competency should be applied under supervision. Employees are required to escort elderlies for emergency transfer according to the relevant guidelines of the institution and offer support during the transfer .
Level	2
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge related to emergency transfer</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand relevant procedures and guidelines of the institution regarding emergency transfer • Obtain the personal information of the sick or injured elderly, e.g., <ul style="list-style-type: none"> ○ Name and age ○ Simple medical history ○ Reason for admission ○ Method to contact his/her family • Learn and apply the skills of communication with healthcare professionals and family of elderly <p>2. Conduct escort for emergency transfer</p> <ul style="list-style-type: none"> • Conduct escort for emergency transfer according to relevant procedures and guidelines of the institution, such as <ul style="list-style-type: none"> ○ Collect personal information and identity card of elderly from supervisor ○ Accompany the sick or injured elderly to the hospital by ambulance ○ Assist the sick or injured elderly to register at the A&E department or the clinic ○ Keep in touch with the family of the elderly while awaiting for their arrival ○ Assist elderly to get to the designated locations for triage, observation, treatment, and arrangement for admission, until his/her family arrive and take up such responsibility from there ○ Explain the conditions and return the personal belongings of elderly to his family ○ Report clearly the whole process to the supervisor • Reassure elderly during the emergency transfer; pay attention to their needs and provide prompt assistance • Report to the supervisor for staff deployment if his/her family cannot come to the hospital or clinic to provide care to the sick or injured elderly • Notify the supervisor immediately in case of death of the elderly for proper follow-up actions <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> • Maintain good communication with the sick or injured elderly and his family during the emergency transfer • Soothe the elderly's anxiety by accompanying and comforting him/her during the transfer and providing appropriate assistance.

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Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: <ul style="list-style-type: none">• Ability to accompany the elderly to the hospital or clinic for treatment until his/her family arrive and take over the responsibility according to relevant procedures and guidelines of the institution regarding emergency transfer; and• Ability to keep in touch with the institution and the sick or injured elderly's family, and report clearly to the supervisor the whole procedure.
Remark	