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### **Integrated primary care triage and treatment in emergency room settings is a tentative future model of consultations**

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**Background:** Skåne University Healthcare consists of two hospitals, 22 km apart, and the public primary care in the area of Malmö and Lund. Malmö has 85 000 emergency care visits yearly and Lund 68 000.

in late spring 2015 it was obvious that the number of skilled acute nurses available for the summer was inadequate to offer 24/7 access to acute and trauma care at both hospitals. A decision was made to change the standard procedures temporarily over summer by redirecting ambulances and to introduce a new type of primary care triage. The aim of this study was to study the outcome of our new strategy

**Method:** All ambulances except the “fast tracks” (cardiac and brain ischaemia, hip fracture) were redirected to the emergency room in Malmö between 9 pm and 8 am from June 21 to August 16. All patients coming to the emergency room in Lund during these hours were initially seen by a primary care nurse and physician. Some were referred to the hospital emergency room for further care or admission to the hospital.

**Results:** 49% of patients coming to the ER night time could get the final handling when introducing a combined primary care triage and care by a primary care nurse and/or primary care physician. in all, 1485 patients came to the emergency room during these hours. 1208 were initially seen by the primary care team. 482 of these patients were later referred to the hospital emergency room. 277 went directly to the hospital emergency room. Thus 726 patients (49%) were handled by the primary care team and 759 (51%) by the hospital emergency room team. There was no reported impact on patients safety

**Conclusion:** A primary care team in an emergency care setting at a University Hospital can handle approximately half of the patients.