

Patient Safety Learning Advisory

Patient Safety Event:

Delay in Angiogram

Why was this a Critical Incident?

A patient went to emergency with complaints related to chest pain. They were admitted to hospital. There was a delay to accessing a cardiac angiogram at a tertiary care centre.

What happened in the incident?

A patient went to an emergency department with complaints of weakness, shortness of breath and chest pain. They were admitted to hospital and a referral to the intake office for a cardiac angiogram was completed. There was an initial delay to accessing the angiogram at a tertiary care site. The patient was subsequently transferred and completed the angiogram.

What is the Health Care System learning?

There was a gap in understanding about when the angiogram office could accept referrals for faxes since it is not open 24/7.

The patient's angiogram appointment was scheduled but was cancelled due to a lack of resources to transport the patient for the appointment. It was rescheduled two days later.

What are the recommendations?

Develop a memo to alert to all physicians, nursing, and unit clerk staff about the hours of operation of the cardiac angiogram intake office.

Keywords: cardiac care, angiogram

Glossary:

Angiogram - A scan that shows blood flow in the heart.

Tertiary care - A hospital that provides specialized care.

Your privacy is important to us, so in this summary we have removed any details which would help identify the subject of this event. It's important that we can learn from safety events and make changes to improve the care we provide.