Mental Healthcare Patient Information Sharing Decision Flowchart

START
Patient discharged or ES visit ends

Sending team / lead checks the approved record and identifies the next team or case manager

Is the correct receiving team identified?

YES

NO

Send handover through approved system with relevant history, current care plan, concerns, and next steps

Lead / case manager checks zone or program, clarifies ownership, and keeps task open

Can the receiving worker access needed information?

YES

NO

Has the receiving team acknowledged the handover?

Sending team obtains missing information, updates shandover, and records follow-up

check again

NO

YES

SUGGESTED SAFEGUARD: follow up the same working day; escalate to lead if still unacknowledged; track until resolved

Reco

rdnext-actionownerandduedate.NICEQS159:shareca replanwithin24hoursafterdischarge.

Assigned case manager completes post-discharge call within 2 working days

Was the patient reached?

NO

YES

Best-effort practice: call all listed numbers 3 times at different times and on different days; document attempts

Verify follow-up using approved records or contact clinic, patient, NOK, or community partner as permitted

NO

Risk identified or follow-up unresolved?

YES

Use CMU risk process; discuss with lead / doctor; update consultant or increase engagement as indicated

Has planned follow-up / TCU been confirmed ?

NO

YES

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Document how it was confirmed and make the update available to the relevant team

CLOSE ONLY when handover, documentation, and next-action ownership are clear

Is there a named owner and next check date?

YES

NO

Keep monitoring until the next action is completed

Assign responsible role, record next action and due date, and keep the task open