

## PROCEDURE FOR CONTACTING A HOSPITAL CHAPLAIN OR LOCAL RELIGIOUS LEADER

<b>Amendments</b>			
Date	Page(s)	Comments	Approved by
May '06	2	Section A Item 2 - Addition of last sentence	NMC
	2	Section A Item 5 – New paragraph re contact in an emergency.	
	3	Section B Item 2 – Deletion of reference to Ashford Hospital procedure.	

**Compiled by:** Judith Allford, Hospital Chaplain  
**Ratified by:** Nursing and Midwifery Committee  
**Date:** 11<sup>th</sup> August 2000  
**1<sup>st</sup> Review date:** August 2002  
**Reviewed by:** Chaplaincy Team  
**2<sup>nd</sup> Review date:** May 2006  
**Reviewed by:** Chaplaincy Team  
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**ASHFORD & ST PETER'S HOSPITALS NHS TRUST**

<b>PROCEDURE FOR CONTACTING A HOSPITAL CHAPLAIN OR LOCAL RELIGIOUS LEADER</b>
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**See also:** "Meeting the Patient's Religious Needs" file

**A. Procedure in case of emergency**

1. If possible, confirm the patient's denomination/faith by asking the patient or his/her family or friends. Check whether the patient would be happy to see the Hospital Chaplain or would prefer the ministry of their own priest/minister. In case of the latter, the patient or his/her family or friends may have a contact number.
2. The Hospital Chaplaincy service is normally available 24 hours. If the patient belongs to one of the Christian denominations, the Switchboard will be able to contact the appropriate "on call" Chaplain. If the patient wishes to see a religious leader of another faith, there is a list of contact numbers in the back of the file "MEETING THE PATIENT'S RELIGIOUS NEEDS" which is available on each ward. In the event of a Chaplain being unavailable ask if the patient/family has their own priest/minister.
3. On being contacted, the Chaplain/Spiritual Leader will need to know the name of the ward/unit, the name of the patient, and some idea of the nature of the ministry that is required. They will also need to know how soon they are needed. The Hospital Chaplains usually arrive within 30 minutes of receiving the call.
4. If there are difficulties in contacting local religious leaders of other faiths, or if the patient does not adhere to any particular denomination or faith, the Hospital Chaplains will try to help if they can. The Switchboard will contact the "on call" Chaplain.
5. The Hospital Switchboard holds an emergency list of local clergy who **might** be willing to come in response to an emergency. Remember that he/she will not be expecting a call and, if willing to attend, may need directions to the ward/unit.

**B. Procedure for non-urgent referrals**

1. If possible, confirm the patient's denomination/faith by asking the patient or their family or friends. Check whether the patient would be happy to see the Hospital Chaplain or would prefer the ministry of their own priest/minister. In the case of the latter, the patient or their family or friends may have a contact number.

2. Non-urgent referrals may be left on the Chaplaincy answerphone on extension 3324. In speaking to the Chaplain, it is essential to give the name of the ward/unit, the name of the patient and some idea of the nature of the ministry that is required. Non-urgent referrals are usually followed up within 24 hours.
  
3. The list at the back of the file “MEETING THE PATIENT’S RELIGIOUS NEEDS” can be used to contact religious leaders of other faiths during normal working hours. If an appropriate religious representative cannot be contacted, or if the patient does not adhere to a particular denomination or faith, the “on-call” Hospital Chaplain (via the Switchboard) will try to help if they can.