



Corporate Case load Management

RED

- Complex unstable patient needs
- Uncontrolled symptoms
- Patient psychological distress
- Patient/family crisis
- HPCNS / Medical referral to facilitate home death
- EoL care if patient symptoms unstable

AMBER

- Significant changes in condition in the last 3 months.
- Multiple agency referrals requesting support with identification of specific identified specialist needs.
- Monitoring required as unstable symptoms predicting risk of escalating to red status

GREEN

- Requiring infrequent but appropriate specialist care input.
- In need of a number of different Hospice services.
- Colleagues requesting advice and liaison regularly though you are not currently visiting.
- There should not be requirement for a CPCNS visit.
- Phone consultation, signposting to relevant and appropriate service

Adapted from Hospice careBeth Daw, 0609
Exeter CPCT