

# How to Refer Burn Patients using Telemedicine

This is a simple guide to using the approved telemedicine referral system for burn injuries across the South West Burn Care Network

No login / registration is required and the referral is web-based, so no software needs to be installed. There is, however, a simple and secure smartphone app which allows photos to be easily added to the referral from your own smartphone or tablet.

See also:

<https://www.youtube.com/watch?v=xJ8AE-TLI-PI>

## SPECIALISED BURNS SERVICES

### The Welsh Burns Centre & Paediatric Unit

Morrison Hospital, Swansea  
Tel: 01792 703 802  
Switch: 01792 702222

8:00-17:00: Burns Consultant of the day  
17:00-08:00: Burns Consultant on call

### SW Paediatric Burns Centre

Bristol Royal Hospital for Children  
Tel: 0117 342 7901  
Switch: 0117 923 0000  
(Burns on-call) Bleep 6780

### Bristol Burns Unit

Southmead Hospital  
Tel: 0117 414 3100/3102  
Switch: 0117 950 5050  
(Burns on-call) Bleep 1311

### Salisbury Burns Unit

Salisbury District Hospital  
Tel: 01722 345 507  
Switch: 01722 336262  
(Burns on-call) Bleep 1029

### Plymouth Burns Facility

Derriford Hospital, Plymouth  
Switch: 01752 202082  
(Plastics Trauma Team) Bleep 0024

## STEP 1

### ASSESS THE PATIENT

#### Primary Survey

#### Secondary Survey

- ☒ Other injuries

#### Burn Wounds

- ☒ First Aid: If within 2 hrs of injury apply cool running water for 20 minutes (keeping patient warm).
- ☒ Remove all blisters and clean burns with chlorhexidine.
- ☒ Lund & Browder chart to document burn size / depth / areas.
- ☒ Use cling film as a temporary covering

#### History

- ☒ Allergies
- ☒ Medications
- ☒ Past medical history
- ☒ Last meal (time)
- ☒ Events/Environment related to injury:
  - Date & time
  - Cause
  - First Aid given
- ☒ Tetanus status

#### Psychosocial

- ☒ Social concerns
- ☒ Safeguarding concerns
- ☒ Psychiatric history
- ☒ Substance misuse history
- ☒ Next of kin

## STEP 2

### PHOTOGRAPH

- ☒ Wounds
- ☒ Charts
- ☒ Investigations

- ☒ Download the **Secure Image Data (SiD) App** from the App store or Android Store onto a smart phone or tablet.
- ☒ Open webpage: **Referrals.MDSAS.com** and follow instructions. Once referral completed, a QR code will be displayed.
- ☒ "Export" the referral & print this document for your local records.
- ☒ Remove all dressings, clean burns & remove any blisters.
- ☒ Use the SiD App to scan the QR code from either the webpage or the printed referral.
- ☒ Follow the instructions to take & upload photos of the wounds & Lund & Browder chart.
- ☒ Click "Send" to send referral & photo(s)

## STEP 3

### REFERRAL DISCUSSION

- ☒ **Contact relevant Burn Service by phone** to advise a telemedicine referral has been submitted.
- ☒ The Burn Service will review the referral and call you back with their decision.
- ☒ If your referral needs **immediate attention** (e.g. life or limb threatening injuries), please call the relevant Burn Service and ask to speak to the Burns Consultant on duty, or on call during out of hours.

#### SiD Mobile App

Download the complementary app to your smartphone to add photos to your referral

