

TELEPHONE TRIAGE

Triage can be identified as one of the most important aspects of medicine. The screening and classification of a patient is needed and is very important.

The types of calls would be as follows:

Emergency – Patient complaints are potentially life threatening.

Urgent – Patient complaints suggest need for prompt attention.

Non-Urgent – Patient complaints suggest need for attention, not necessarily same-day.

Routine – Patients request appointments for exams, immunizations, chronic illness (ex: hypertension, diabetes, COPD, etc.).

PATIENT SCHEDULING

Patients should be scheduled for appointments in the following manner. Please note, if there is any question on how to schedule the patient, the physician should be consulted.

A. Routine physical exams/preventive care:	3-4 weeks
Urgent (systemic) problems:	within 24 hours
Emergent problems:	immediately
Routine Symptomatic problems:	within 2-4 days

B. The waiting time should be no longer than 15 minutes on an average day.

C. If there is any question as to when a patient needs to be seen, the patient will be referred to the nurse or medical assistant. If the nurse cannot make the determination, then the patient will be referred to the physician.