Triage: A Guide to Urgency for Non-clinical Staff in General Practice for Telephone and Walk-in Presentations This guide must be used in conjunction with the Triage Support Handbook Do you have an urgent problem? YES Record patients phone number medicare What is the *name / age* of the patient? What is the *nature* of the problem? No / Don't know What is the *duration* of the problem? What is the **severity** of the problem? Has the patient had any previous major NO Select a category The next available appt... is this ok? health problems? below 5 Chest pain Fitting Unable to urinate Unwell child/elderly Unwell child/elderly Adult with fever, but with fever, vomiting, with fever, vomiting, otherwise well Breathing difficulties/ **Unwell Infant** Bleeding (persistent or diarrhoea or pain for diarrhoea or pain for trouble talking Post-op problems heavy) >24 hours <24 hours Poisoning/overdose Facial swelling & rash Eve or ear Spinal or Head Rash (severe) Pregnancy: Eve injuries / infections/pain Collapse/Altered injury/trauma Pain or bleeding Chemical in the eye. Cut/Laceration consciousness reduced movement Adult with Snake Bite Severe Flu like Abuse or assault Continuous Vomiting · Facial / limb weakness Pain (Severe) symptoms and/or diarrhoea for · Heart Palpitations Visual disturbance Extensive burns >24 hrs Injured limb/possible Patient or carer with • In labour / ruptured fracture · Sick patient you have extreme concern membranes concerns about Neck stiffness/altered Psychological distress consciousness Appointment within 24 Come to surgery today Go to Emergency Come to surgery now. Put call through to hours Call 000 Advise GP or nurse of AND call back if gets AND call back if gets Department now GP / Nurse now call worse worse Call GP / Nurse for help Interrupt GP / Nurse Inform GP / Nurse Inform GP / Nurse Advise GP / Nurse Discuss with GP or immediately immediately within 30 minutes. Retrieve patient file now Nurse Retrieve patient file Refer to Triage Support Refer to *Triage Support* Handbook Document Handbook Document Handbook Document Handbook Document Handbook Document Handbook Document

Whilst every reasonable effort has been made to ensure that the information given in this resource is accurate, General Practice South will not accept liability for any injury, loss or damage arising directly or indirectly from any use of or reliance on this information

Consider the following:

- Warning Bells! Past serious illness, Cancer, HIV, Cortisone, Litigation likely
- Consent for Ambulance / transfer of records
- Document times, names, category, advice
- Elevate category if in doubt
- Safety to drive.
- Pandemic plan implementation

Produced by Dandenong Casey General Practice Association (with acknowledgement to SENSW Popguns) Modified by Tasmania Medicare Local May 2012