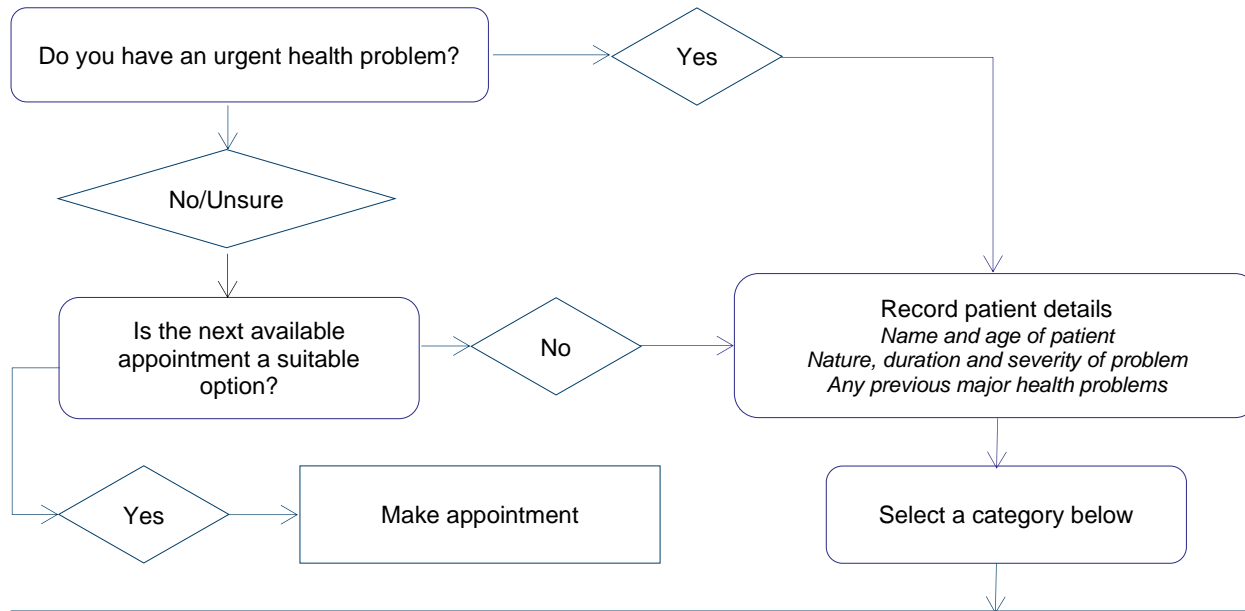


A triage guide for non-clinical staff in General Practice for telephone and walk-in presentations



Important considerations:

- Past serious illness, cancer, HIV, Cortisone, litigation likely.
- Consent for ambulance/transfer of records.
- Document times, names, category, and advice.
- Elevate category if in doubt.
- Safety to drive.
- Pandemic plan implementation.

1	2	3	4	5	6
<ul style="list-style-type: none"> • Chest pain • Breathing difficulties • Collapse/Altered consciousness • Facial/Limb weakness • Extensive burns • Sick patient you have concerns about 	<ul style="list-style-type: none"> • Fitting • Bleeding (heavy/persistent) • Spinal/Head injury/trauma • Snake bite • Heart palpitations • In labour/ruptured membranes • Neck stiffness/altered consciousness 	<ul style="list-style-type: none"> • Unable to urinate • Unwell infant • Poisoning/Overdose • Eye injury/chemicals in eye • Pain (severe) • Injured limb/possible fracture 	<ul style="list-style-type: none"> • Unwell child/elderly person with fever, vomiting, diarrhoea or pain for >24 hours • Pregnancy (pain, bleeding, or reduced movement) • Abuse or assault • Visual disturbance • Patient or carer with extreme concern • Psychological distress 	<ul style="list-style-type: none"> • Unwell child/elderly person with fever, vomiting, diarrhoea or pain for <24 hours • Rash (severe) • Cut/Laceration • Severe flu-like symptoms 	<ul style="list-style-type: none"> • Adult with fever, but otherwise well • Post-op problems • Eye/ear infections/pain • Adult with continuous vomiting and/or diarrhoea for >24 hours
Call 000	Go to Emergency Department now	Put call through to GP/Nurse now	Come to surgery now Advise GP/Nurse of call	Come to surgery today Call back if it gets worse	Appt within 24 hours Call back if it gets worse
Call GP/Nurse for help immediately Retrieve patient file	Interrupt GP/Nurse immediately Retrieve patient file	Advise GP/Nurse now Retrieve patient file	Discuss with GP/Nurse Retrieve patient file	Inform GP/Nurse Retrieve patient file	Inform GP/Nurse within 30 minutes Retrieve patient file