



Triage Nurse Protocol

When leaving a message for the triage nurse, please remember to leave the patient's first and last name, the patient's date of birth and a phone number where you can be reached.

1. Returning Phone Calls

- Parents calling with life threatening emergencies will be told to call 911. Indications for EMS (911): the child has a condition that may require resuscitation en route e.g., cyanosis, severe choking, anaphylaxis, severe respiratory distress, unresponsiveness, etc). The triage nurse will then call the parents back in three minutes to be certain they called 911.
- Phone calls for a suicidal or drug intoxicated patient require a triage nurse to stay on the line with them. Another employee at Blue Ridge Pediatrics will call 911 to dispatch a rescue squad. The triage nurse will provide support to the caller until help arrives.
- Urgent calls will be returned within thirty minutes (e.g. an infant younger than ninety days with a fever, moderate dehydration, acute abdominal pain, etc.) and the patient will be asked to come in for an appointment within two hours.
- Non-urgent calls will be returned in the order that they were received and will always be within one hour after the message was left.
- When the triage nurse receives a busy signal or no answer when returning a call, the nurse will attempt to call back thirty minutes after the original return phone call. If the nurse receives a busy signal or no answer for a second time, the nurse will attempt to call back once more before the end of the day.

2. Telephone Advice

- Home care advice will be given per the Barton-Schmitt telephone protocol book.
- Parents will be asked to call back if the symptoms do not resolve within a certain amount of days or if the symptom worsens.
- If a parent calls regarding the same symptom within twelve hours, the parent will most likely be asked to bring their child in for an appointment.
- For questions that require a doctor's input, the nurse will send a message to the doctor asking the doctor to review the information and answer any questions. The triage nurse will call the parent to advise them that a message has been sent to the doctor and that it may be later in the day for the call to be returned.

3. Prescription Refill Requests

- All refill requests, except ADHD medication refills, must be requested through the patient's pharmacy.
- When leaving a message to request ADHD medications, please remember to include the patient's first and last name, the patient's date of birth, medication information such as the name, dose and frequency and a phone number where you can be reached.
- All refill requests require 24-48 hours to process. Exception: Asthma medication refill requests will be processed as quickly as possible.
- In order for ADHD medication and asthma medication refill requests to be approved, the patient must be seen every six months for a medication check or an asthma check AND the patient must have had a physical within the last year. In the event that the patient has run out of their medication and we do not have an appointment the same day for a medication check, an emergency refill may be prescribed at the doctor's discretion.
- Antibiotics are never refilled without an appointment with the doctor.