

TELEPHONE TRIAGE

POLICY: Telephone communications in this office will be courteous and professional. All telephone communication will be done in a timely manner and documented.

PROCEDURE:

1. Telephone triage must be done only by trained staff.
2. Collect as much information as possible related to the complaint. If patient makes any reference to a life-threatening or emergency condition, refer them to Emergency Room at nearest hospital.
3. Obtain patients phone number where they can be reached and pharmacy number.
4. Document call, attach to patient's record and give the record to the physician/nurse so he may respond.
5. Make return call to patient as soon as possible.
6. Document on telephone message that the patient was called back and place in chart on the most recent progress note. All telephone documentation should have the time, date, and name of person documenting.