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## POLICY

### TRIAGE OF WALK-IN AND TELEPHONE PATIENTS

3027

Policy: It is the policy of the Bullhook Community Health Center to triage patients requesting same day appointments via phone call or in person. Each patient requesting to be seen as a same day must present physically to the front reception desk or phone in. Front Office Staff will be given a scheduling grid to utilize as a resource for Emergent, Urgent, and Routine appointments, but will have an RN/LPN available for guidance as needed. If there is not a same day appointment available, a medical RN or LPN will be notified to perform a triage assessment. The Medical Staff will be immediately notified by the front office staff via overhead page if a patient presents with an emergent condition and an RN or LPN will respond to triage the patient. Front office staff will gather required patient information needed to create a Nurse Triage encounter in the electronic health record for medical staff to document patient assessment under. The Medical RN or LPN will document all triage encounters electronically under the Nurse Triage visit.

Purpose: To appropriately direct and address patient needs.

  
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CHIEF EXECUTIVE OFFICER

Date 10-17-17

  
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CHAIR, BOARD OF DIRECTORS

Date 10-9-17

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|--|------------------------|
| Date first adopted                           | 04/23/2013             |
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