



BULLHOOK

Community Health Center

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POLICY

TRIAGE OF WALK-IN AND TELEPHONE PATIENTS

3027

Purpose: To appropriately direct and address patient needs

Policy:

It is the policy of the Bullhook Community Health Center to triage established patients requesting same day appointments via phone call or in person if there is not a same day appointment available and/or the established patient has acute/emergent needs. 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 have an RN/LPN/CMA available for guidance as needed. If there is not a same day appointment available a medical RN, LPN or CMA 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, LPN or CMA will respond to triage the patient. If a patient presents and requires triage, 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 as well as complete a Walk-In Patient Assessment Form to be given to the Medical RN or LPN, or CMA. The Medical RN, LPN or CMA will document all triage encounters electronically under the Nurse Triage visit.



CHIEF EXECUTIVE OFFICER

Date: 1-14-19



CHAIR, BOARD OF DIRECTORS

Date: 1-14-19

Date first adopted	04/23/2013
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