

APPOINTMENT GUIDELINES
Classifications for Appointment Requests

Purpose: A tool to assist the appointment office staff identify and take appropriate action for those patients that should be triaged by a Registered Nurse or Provider. The appointment staff routes call appropriately based on acuity of complaint

<u>PAGE RN</u>	<u>TO RN PHONE</u>	<u>TO RN IF NO APPOINTMENT AVAILABLE SAME DAY</u>	<u>ROUTINE APPOINTMENT Examples</u>
Emergency IMMEDIATE Triage	Urgent Triage	Urgent Same Day Appointment	
Abdominal pain Abuse – elder or child Arm injury/ decreased function Allergic reaction-wheezing/hives Bleeding- heavy Blood – vomiting or coughing up Chest pain/new onset Congestive Ht failure swollen legs/ft Contraception Emergency Cuts with bleeding Diarrhea - bloody Eye injury Head injury Hypertension acute change Insect bite with rapid changes Neck stiffness- new onset Pain severe Seizures Shortness of breath Slurred speech Suicidal-threaten harm self or others Vaginal bleeding with pregnancy Urine –only 3 wet diapers in 24 hr Weakness extremity-sudden	Bites/ animal or human Bleeding/not heavy Blurry vision Chickenpox Depressed mood/anxiety Diarrhea more than 5X/day Fainting/ dizzy Flu symptoms/ sore throat with fever Numbness, tingling Tremors/ twitching Yellow skin or eyes Penis or testicles sudden swelling/pain Puncture wound Vaginal bleeding	Anal itching/bleeding/pain Back pain sudden onset Boils, cysts, lumps Breast lump or pain Burns/severe sunburn Constipation/ pain /cramping Dizziness Ear Pain Eye draining/ redness/puffy Eye sudden change in vision Fever>100.5 for 3 days Fever > 100.4 age < 6 mo even 1 day Genital/rectal lesions Headache/Migraine medium pain Jaundice/yellow baby Joint Pain/swelling Lice- head Limping – new onset -child Lymph node swelling Newborn < 30 days any symptoms Penile itching/discharge/bleeding Urination burning/pain/brown color Vomiting for 3 days	Forms Pain chronic Physicals Routine exams Routine med refills ER follow up 2-3 days or RN triage

