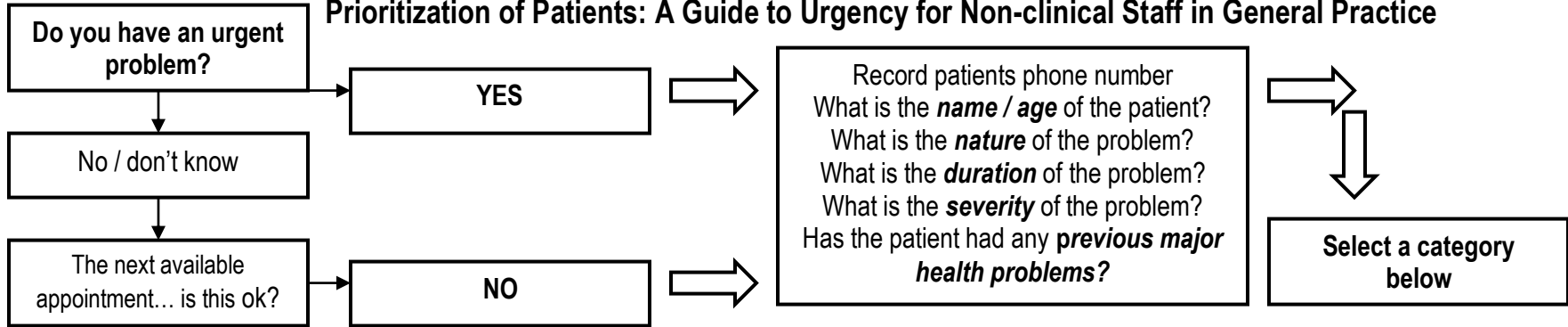


Prioritization of Patients: A Guide to Urgency for Non-clinical Staff in General Practice



1

Chest pain
Difficulty breathing
Altered level of consciousness/ collapse
Fitting
Uncontrollable bleeding
Spinal injury/trauma
Head Injury
Severe allergic reaction
Heart Palpitations



'Call 000'

Interrupt GP
Retrieve patient file
Inform ED
Provide info to ED
Document

2

Persistent or heavy bleeding

Extensive Burns

Snake Bite



'Go to casualty'

Interrupt GP
Retrieve patient file
Inform ED
Provide info to ED
Document

3

Possible Meningitis
Extreme Psychological distress
Poisoning
Eye injuries/Chemical in the eye.
Severe pain
Injured limb/possible fracture



Discuss with GP or Nurse as soon as possible

Retrieve patient file
Document

4

Pregnancy:
- pain or bleeding
- ruptured membranes
- reduced movement
Abuse or assault

Visual disturbance

Patient with extreme concern



Discuss with GP or Nurse as soon as possible

Retrieve patient file
Document

5

Unwell child with persistent:
- fever
- vomiting
- diarrhoea
- other symptoms

Acute rash

Continuous Vomiting and/or diarrhoea



Come to surgery now / today

Inform GP
Tell patient to call back if it gets worse
Retrieve patient file
Document

6

Adult with persistent fever, but otherwise well

Post-op problems

Eye or ear infections



Make an appointment (same day)

Inform GP
Tell patient to call back if it gets worse
Retrieve patient file
Document

This guide must be used in conjunction with the Triage Support Handbook Developed by the SE NSW Division of GP. Modified by Dandenong District Division of General Practice March 2005 & GPNW February 2008



Provided by:

Consider the following

- **Bells!!!** Past serious illness/Cancer, HIV, Cortisone patient/Litigation likely
- **Consent** For Ambulance/transfer of records
- **Document** Times, names, category, advice
- **Elevate** category if in doubt
- **Personalising** this to your P&P manual re New Patients/Walkins/Documentation