



# HOW DOES NURSE TRIAGE WORK?



## 1 INITIAL PATIENT CALL

Patient calls the clinic, answering service or any department within the company. The operator or employee collects the patient's information and relays it to the triage nurse when medical questions or concerns arise. Patients can also directly call the nurse triage line to speak directly with a nurse 24/7.



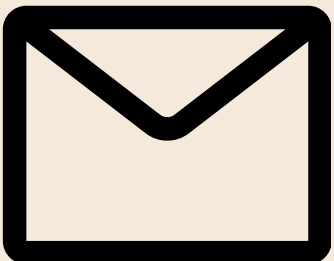
## 2 NURSE ASSESSMENT

After the patient explains their symptoms and reason for calling, the nurse will verify the patient's name and date of birth, as well as, ask a series of questions to gain a better understanding of the patient's medical concern or question.



## 3 DETERMINE PATIENT DISPOSITION

Upon assessment of the patient's symptoms, the triage nurse will determine the appropriate level of care and encourage care recommendations. Such dispositions include: home care, office visit, televisit, urgent care, emergency room, and/or a 911 call.



## 4 SEND AFTER VISIT SUMMARY

Patients will receive an email with an After Visit Summary, which details the most important points of the call. This summary will include the reason for the call, the recommended care advice and the next steps for the patient, as discussed during the call.



## 5 CALL DOCUMENTATION

All telephone triage calls are documented in the patient's electronic medical record. Providers will receive corresponding communications for triage calls that include: prescription refills, prescription orders, patients with 911/ER dispositions and patient high-risk symptoms that may benefit from a provider visit, if applicable.

## When in doubt...Triage!



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