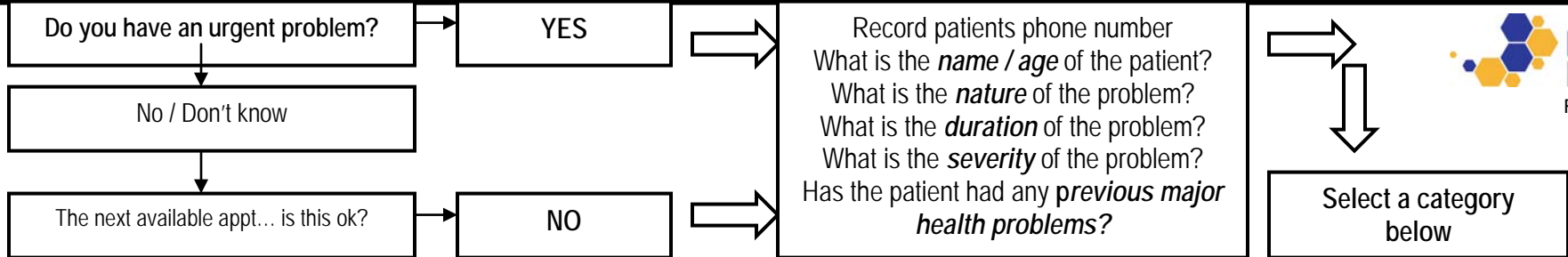








# Prioritization of Patients: A Guide to Urgency for Non-clinical Staff in General Practice for Telephone or Patient Presentations



1	2	3	4	5	6
<ul style="list-style-type: none"> <li>Chest pain</li> <li>Breathing difficulties/trouble talking</li> <li>Facial swelling &amp; rash</li> <li>Collapse/Altered consciousness</li> <li>Facial / limb weakness</li> <li>Extensive burns</li> <li>Sick patient you have concerns about</li> </ul>	<ul style="list-style-type: none"> <li>Fitting</li> <li>Bleeding (persistent or heavy)</li> <li>Spinal or Head injury/trauma</li> <li>Snake Bite</li> <li>Heart Palpitations</li> <li>In labour / ruptured membranes</li> <li>Neck stiffness/altered consciousness</li> </ul>	<ul style="list-style-type: none"> <li>Unable to urinate</li> <li>Unwell Infant</li> <li>Poisoning/overdose</li> <li>Eye injuries / Chemical in the eye.</li> <li>Pain (Severe)</li> <li>Injured limb/possible fracture</li> </ul>	<ul style="list-style-type: none"> <li>Unwell child/elderly with fever, vomiting, diarrhoea or pain for &gt;24 hours</li> <li>Pregnancy:               <ul style="list-style-type: none"> <li>- Pain or bleeding</li> <li>- reduced movement</li> </ul> </li> <li>Abuse or assault</li> <li>Visual disturbance</li> <li>Patient or carer with extreme concern</li> <li>Psychological distress</li> </ul>	<ul style="list-style-type: none"> <li>Unwell child/elderly with fever, vomiting, diarrhoea or pain for &lt;24 hours</li> <li>Rash (severe)</li> <li>Cut/Laceration</li> <li>Severe Flu like symptoms</li> </ul>	<ul style="list-style-type: none"> <li>Adult with fever, but otherwise well</li> <li>Post-op problems</li> <li>Eye or ear infections/pain</li> <li>Adult with Continuous Vomiting and/or diarrhoea for &gt;24 hrs</li> </ul>
<p>Call 000</p> 	<p>Go to casualty now</p> 	<p>Put call through to GP / Nurse now</p> 	<p>Come to surgery now Advise GP or nurse of call</p> 	<p>Come to surgery today &amp; call back if gets worse</p> 	<p>Make an appointment within 24 hours &amp; call back if gets worse</p> 
<p>Call GP / Nurse for help Immediately</p> <p>Retrieve patient file Refer to Triage Support Handbook <i>Document</i></p>	<p>Interrupt GP / Nurse immediately</p> <p>Retrieve patient file Refer to Triage Support Handbook <i>Document</i></p>	<p>Advise GP / Nurse now</p> <p>Retrieve patient file Refer to Triage Support Handbook <i>Document</i></p>	<p>Discuss with GP or Nurse</p> <p>Retrieve patient file Refer to Triage Support Handbook <i>Document</i></p>	<p>Inform GP / Nurse within 30min.</p> <p>Retrieve patient file Refer to Triage Support Handbook <i>Document</i></p>	<p>Inform GP / Nurse</p> <p>Retrieve patient file Refer to Triage Support Handbook <i>Document</i></p>

- 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
  - Safety to drive.
  - Pandemic plan implementation

**This guide must be used in conjunction with the Triage Support Handbook**

PGPN acknowledges the Dandenong Casey General Practice Association and the SENSW Poggons in the development of this brochure Revised 2010  
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