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## **SOP: Prioritization of Users Requiring Urgent Care**

### **1. Purpose**

- Outlines the procedure for prioritizing users who require urgent or emergency care.
- Ensure prompt and effective response in line with established healthcare standards.

### **2. Scope**

- Applies to all healthcare staff involved in:
- Patient assessment
- Triage
- Care delivery
- Covers all users needing urgent or life-threatening care, including:
- Users with emergency or life-threatening conditions
- Frail or vulnerable individuals
- Infants, children, and elderly users

### **3. Responsibilities**

- Practice Owner / Manager
- Approves and reviews the SOP.
- Clinical Staff
- Identifies and prioritizes urgent cases using clinical judgment.
- Administrative Staff
- Directs users promptly to the correct area or personnel.

#### 4. Procedure

##### 4.1 Identification of Urgent Cases

- Every user is assessed at once upon arrival.
- Users with life-threatening symptoms (e.g., chest pain, breathing difficulty, severe bleeding, unconsciousness) are prioritized first.
- Frail, elderly, and infant users receive priority even if symptoms appear mild.

##### 4.2 Prioritization Process

- Urgent cases are addressed before routine cases.
- When multiple urgent users are present, triage is based on severity.
- Reception and clinical staff must maintain clear, ongoing communication to ensure smooth handover.

##### 4.3 Communication of Prioritization Procedure

- The prioritization process must be clearly explained to all users.
- Communication may include:
  - Notices in waiting areas.
  - Verbal explanation by reception staff
  - Electronic displays or noticeboards

#### 5. Documentation

- All urgent care cases must be recorded, including:
  - Nature of the urgency
  - Actions taken.
- Any delays or incidents must be reported to the practice manager.