

	DOCUMENT NAME	DOCUMENT NUMBER
	TRIAGE AND PRIORITISATION OF USERS REQUIRING URGENT CARE	

VERSION	1	
COMPILED BY		DATE 07/2025
AUTHORIZED BY		
NEXT REVISION DATE		07/2027

1. PURPOSE & SCOPE

To ensure that all users are assessed and prioritised according to the severity of their condition, thereby reducing delays in urgent care.

Applies to all healthcare personnel (including reception staff where appropriate) involved in user intake and initial assessment.

2. RESPONSIBILITIES

<u>Job description of person responsible</u>	<u>Duties</u>
Receptionist / Front Desk	Identify visibly ill or distressed patients and notify clinician immediately
Nurse / Doctor	Perform rapid assessment if needed and expedite treatment
Practice Manager	Ensure system is implemented, documented, and staff are trained

3. DEFINITIONS

Triage: A process to determine the priority of patients' treatments based on the severity of their condition.

Urgent care: Situations that require immediate or early medical attention (e.g. chest pain, shortness of breath, bleeding, trauma).

4. PROCEDURE

1. Initial Observation (Reception/Front Desk):

- Observe users for signs of distress or urgent symptoms (bleeding, collapse, respiratory distress).
- Direct such users immediately to the clinician or nurse.

2. Verbal Screening (if applicable):

- Ask users about severe pain, injury, chest pain, dizziness, or any other alarming symptoms.
- Use a short checklist if needed.

3. Clinical Triage (where nurse available):

- Conduct a brief clinical assessment using criteria (vitals, symptoms) if patient appears unwell or unstable.

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4. Prioritisation & Documentation:

- Patients requiring urgent care are seen ahead of others.
- Log time of arrival, triage decision, and time seen by clinician.

5. Communication to Users

- Display a notice informing users that **patients with urgent or life-threatening conditions will be prioritised.**

5. INTERNAL SUPPORTING DOCUMENTATION

Document	Number	Retention period	Location

6. ATTACHMENT

Notice Template for Waiting Area

URGENT CARE PRIORITY NOTICE

This practice uses a **triage system** to ensure that users with urgent or life-threatening conditions are seen first.

If you are experiencing any of the following:

- Chest pain
- Difficulty breathing
- Severe bleeding
- Confusion or loss of consciousness
- High fever in children or babies

 **Please inform the receptionist immediately.**

We thank you for your understanding as we prioritise care based on medical need.

[Practice Name] | [Contact Number]

