

	DOCUMENT NAME	DOCUMENT NUMBER
	CHECKLIST – WHAT STAFF SHOULD BE ABLE TO EXPLAIN IN AN INTERVIEW	

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Here's what three healthcare personnel (e.g., a receptionist, nurse, and doctor) should confidently communicate:

◆ **1. Understanding of the Purpose**

"The system is used to make sure that patients with urgent or life-threatening conditions are seen first."

◆ **2. Their Specific Role in the System**

Role	Expected Response
Receptionist	"I check if a patient appears very sick — like if they are bleeding, dizzy, or short of breath — and immediately inform the doctor or nurse."
Nurse	"If needed, I do a quick clinical check — like vitals or a brief assessment — to decide if they need to go in immediately."
Doctor	"I prioritise who to see next based on the urgency that the receptionist or nurse reports, or if I can visibly see a critical case."

◆ **3. Signs/Symptoms That Trigger Urgent Response**

Staff should mention a few of these:

- Chest pain
- Difficulty breathing
- Bleeding
- Loss of consciousness
- High fever in a child
- Seizures
- Severe allergic reaction

◆ **4. Triage in Action**

"If a patient with chest pain comes in while the waiting room is full, we take them straight to the doctor or nurse for immediate attention — even if others arrived earlier."

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◆ 5. Communication

"We inform other users politely that some patients are prioritised due to medical urgency."

Sample Staff Interview Guide (for Internal Training)

Q1: What do you understand by the term "triage"?

→ *Expected:* "It's a way to prioritise patients who need urgent care."

Q2: What would you do if a patient arrived who looked very unwell?

→ *Expected:* Describe steps taken (inform nurse/doctor, move patient ahead of others, etc.)

Q3: Can you give examples of symptoms that would require urgent attention?

→ *Expected:* Mentions of chest pain, breathing problems, bleeding, etc.

Q4: Is this system written down or displayed in the practice?

→ *Expected:* Mentions poster, SOP, or verbal procedure.