

## Lesson 6: Steps 8-10 of the 10 Critical Steps to a Triage Call

**The final three steps of the triage call process are:**

- 1.
- 2.
- 3.

**Care Advice:**

Should be \_\_\_\_\_.

Should also be targeted to \_\_\_\_\_ and their \_\_\_\_\_.

**Before Giving any Care Advice:**

Take into account all the \_\_\_\_\_ in the call.

Further scale the \_\_\_\_\_.

**While Giving Care Advice:**

The information should be presented in an \_\_\_\_\_ way that is easy for the \_\_\_\_\_ to follow.

Each piece of information should be preceded by an \_\_\_\_\_.

**Remember to:**

Speak \_\_\_\_\_.

\_\_\_\_\_ between topics.

This gives the patient time to \_\_\_\_\_ the information and ask \_\_\_\_\_.

### **The Next to Last Step:**

Give the patient \_\_\_\_\_ instructions.

Since it's impossible to cover every worst-case scenario, the nurse should give the patient \_\_\_\_\_ to watch for that would indicate that a call back is warranted.

The patient should also be given a \_\_\_\_\_.

### **Call Back Instructions:**

Should be reviewed \_\_\_\_\_.

The nurse should \_\_\_\_\_ between topics.

This will allow the patient to \_\_\_\_\_ the symptoms and \_\_\_\_\_.

### **The Last Step of the 10 Critical Steps:**

Perhaps the \_\_\_\_\_ step in the entire process.

The step is making sure that the patient understands the \_\_\_\_\_, understands the \_\_\_\_\_ symptoms, and is willing/able to follow the \_\_\_\_\_.

Your ending statement needs to be \_\_\_\_\_ and \_\_\_\_\_.