

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 _____.