

## Lesson 4: Navigating Triage Protocols Steps 3-5

### Navigating a Triage Call:

1. \_\_\_\_\_ help guide the nurse through the triage process.
2. It is important not to \_\_\_\_\_ or \_\_\_\_\_ any steps in a triage call.
3. Protocols keep the nurse \_\_\_\_\_.
4. Protocols are supported by \_\_\_\_\_ and \_\_\_\_\_.

### What are the next 3 parts to taking a triage call?

1. Step 3: Collecting a brief \_\_\_\_\_.
2. Step 4: Letting the patient \_\_\_\_\_.
3. Step 5: \_\_\_\_\_ a brief, yet complete assessment

### Step 3: Past Medical History

1. Adds a layer of additional \_\_\_\_\_ information
2. Adds a layer of depth to the \_\_\_\_\_ assessment
3. Fine tunes outcomes - \_\_\_\_\_.
4. Helps the nurse make a decision about which \_\_\_\_\_ and \_\_\_\_\_ is most appropriate.

### Step 4: Let the Patient Talk

1. Experienced triage nurses know the importance of letting the patient \_\_\_\_\_.
2. There is a fine line between “Losing \_\_\_\_\_ of your call” and “Listening to what the \_\_\_\_\_ has to say.”
3. Listening to the patient allows the nurse to pick up a lot of \_\_\_\_\_ cues from the caller.
4. The nurse must determine what information is \_\_\_\_\_ to keep and what \_\_\_\_\_ is not.

### Collect brief demographic information:

Patient's name, DOB, and phone number

After hours call centers need to confirm \_\_\_\_\_

### Practice Active Listening

1. Have enough information to start assessment
2. Set a goal of learning the patient's most serious symptoms by \_\_\_\_\_ or sooner into the phone call.

### Step 5: Documentation

1. If It is not \_\_\_\_\_, it was not \_\_\_\_\_.
2. Good documentation clarifies \_\_\_\_\_ and verifies that the nurse is using the most appropriate \_\_\_\_\_ to assess her patient.

**The next time you talk to a patient:**

1. Be sure to talk about any pertinent history.
2. Take time to listen.
3. Be sure to include an accurate description of why your patient is calling.

