

<b>PCP:</b>	Page 1 of 1
<b>SECTION: Office Management</b>	
<b>POLICY AND PROCEDURE: Triage</b>	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised date: _____

**POLICY:**

The site shall have sufficient health care personnel to provide timely, appropriate health care services. Triage is the sorting and classification of information to determine priority of need and proper place of treatment. Telephone triage is the system for managing telephone callers during and after office hours.

**PROCEDURE:**

- A. The PCP will ensure that appropriate personnel handle emergent, urgent and medical advice telephone calls. This includes licensed medical personnel such as a CNM, NP, RN or PA. LVN's cannot perform triage independently (MCPB letter 92-15). LVNs and unlicensed personnel such as medical assistants may provide patient information or instructions only as authorized by the physician ( Title 16, 1366b)
- B. Staff will ensure that a telephone answering machine, voice mail system or answering service is utilized whenever office staff does not directly answer phone calls.
- C. Staff will ensure that the telephone system, answering service, recorded telephone information, and recording devices are periodically checked and updated.