

Guide for Triage Patients



This is a guide and is only of assistance if the GP at the surgery checks the list of symptoms and adjusts as he/she sees fit.

Triage is the process of assessing (sorting) patients according to the urgency of their medical condition (as per RACGP Standards for General Practice **Criterion 1.1.1**).

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| <p>1. EMERGENCY</p> <p>2. URGENT</p> | <p>Needs to be seen IMMEDIATELY Needs to be seen WITHIN ONE HOUR</p> |
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Some examples of EMERGENCY & URGENT priority medical management are:

<p>BRAIN GENERAL HEAD AND NECK</p>	<ul style="list-style-type: none"> • Weakness or paralysis • Rashes especially in children • Drowsiness • Allergic reactions • Slurred speech • Suspected drug overdoses • Fits • Suspected fractures • Faints • Lacerations • "Funny Turns" • Confusion • Very high temperature - (Normal 36.1⁰C-37.1⁰C) • Coma • Pain in a -limb • Dizzy spells • Very anxious patients • Giddy turns • Baby ready for delivery • Headache • Blueness of skin • Stiff Neck • Yellowness of skin • Severe pain • Black, red or blue spots on skin 	<p>ABDOMEN</p>	<ul style="list-style-type: none"> • Severe pain • Severe diarrhoea • Severe vomiting (including vomiting blood) • Severe constipation • Blood in stools - black or bright red • Unable to swallow • Unable to pass urine • Blood in urine • Unexpected vaginal bleeding
<p>EYES</p>	<ul style="list-style-type: none"> • Can't see • Flashes of light • Double vision • Severe pain 	<p>CHEST & HEART</p>	<ul style="list-style-type: none"> • Chest pain • Sudden rapid pulse • Slow pulse • Irregular pulse • Sudden sweating • Unable to breathe • Severe coughing • Severe nosebleed • Severe pain
<p>EARS</p>	<ul style="list-style-type: none"> • Can't hear • Ringing in the ear • Severe Pain 		

Compiled using the RACGP Handbook for Medical Receptionists 5th Ed. Rev 1995 and The RACGP Practice and Procedures Manual 2000.

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