

GP Phone Triage

- Open clinical triage advanced form
- Call patient and introduce yourself- confirm patient identity
- Explain the benefits of talking to GP or NP (if necessary)
- Take a full history of presenting complaint
- Review patient records e.g. meds, warnings, classifications
- Consider the need for physical examination to come to a diagnosis
- Book face to face consult if necessary
- Discuss options if confident you can manage patient without physical exam-
explain that charges may apply for prescriptions or other services provided over the phone
- Remember that patients can still request a face to face consult at any time
- Agree management plan with patient
- Ask patient to recap agreed plan
- Safety net- **“If your condition deteriorates or you develop XYZ (relevant to presenting complaint) please let us know, remember to call 111 in an emergency”**
“Do you have any further questions right now?”
- Say goodbye and hang up
- Invoice for any billable services using the advanced form
- Click to save form (triage outcome and notes are automatically saved into daily record and for reporting purposes)