

**TRIAGE LINE: 844-448-4342**  
**Procedure/Protocol**

**Topic: Triage (on-call) protocol**

**Discussion:**

1. When to call the triage nurse? The triage nurse is the **only** licensed professional that can be reached after hours and is the only line that is monitored 24/7. All other phone lines/extensions i.e. ext. #2 Business Office, are not monitored/answered after hours. Messages will be returned the following business day.
  - a. Delegation of initial dose
  - b. Illness
  - c. Injury
  - d. Incident/accident i.e. falls
  - e. Medication error (missed dose, wrong dose, wrong time)
  - f. Sudden onset of confusion
  - g. Need for immediate medication clarification (after hours)
  - h. Seizure activity
  - i. Discharge for hospital/Urgent care
  - j. Elopement with injury
2. If a consumer is suspected of needing immediate, emergency medical attention, please call 911. Nursing is not a substitute for EMS. If a nursing evaluation is recommended by the triage RN, a nurse will evaluate the consumer within 24 hours.
3. Call (844) 448-4342, extension 1. Please do not call extension 2 (Business Office) in an attempt to reach the on-call nurse.
4. When the nurse answers your call, please state the following;
  - a. your name
  - b. group home
  - c. company name and what city you are calling from
  - d. consumer's name
  - e. reason for the call.

**\*\*\*ALWAYS TAKE VITAL SIGNS BEFORE CALLING THE NURSE\*\*\***

For example, "This is [your name], I am calling from [name of group home] with [company name]. I am calling in regards to [consumer's name], [reason for call]."

If the nurse does not answer the call, you must leave a voice mail. Please be sure to leave the above information on the voice mail so that the nurse will be able to return your call accurately and in a timely manner. It is rare that the on-call nurse will not return your call within a few minutes. However, please allow the on-call nurse 10 minutes to return your call. If the on-call nurse fails to return your call within the allotted 10 minutes, please call again and leave your identifying information (as stated above) a second time. If the on-call nurse fails to call you back within another 10 minutes, please begin calling your house managers, case managers and/or directors until a nurse calls you back. If you feel that the situation is more urgent and cannot wait for the on-call nurse to return your call, dial 911 for emergency services.

Print Name	Signature	Date