



TRIAGE LINE
(844) 448-4342

If a consumer is suspected of needing immediate, emergency medical attention, please call 911.

EXAMPLES OF WHEN TO CALL THE ON-CALL NURSE	WHAT YOU NEED TO REPORT
<ul style="list-style-type: none">• Delegation of initial dose• Illness• Injury• Incident/accident i.e. falls• Medication error (missed dose, wrong dose, wrong time)• Sudden onset of confusion• Need for immediate medication clarification (after hours)• Seizure activity• Discharge for hospital/Urgent care• Elopement	<ul style="list-style-type: none">• Your name• Group home• Company name and what city you are calling from• Consumer's name• Reason for the call• Consumer History <p><i>Be as detailed in your <u>reason for call</u> and <u>patient history</u> as possible. Your reporting plays a vital role in providing safe and precise recommendations and meeting the needs of the patient.</i></p>

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