

## Caller Symptoms: What Should I Do for Next Steps?

### SUICIDAL, POISONING, OVERDOSE PATIENT

#### DO NOT PLACE PATIENTS/CALLERS ON HOLD

Collect the patient's name, contact number, and address in case your call disconnects.

For patients at risk of **harming themselves**, initiate a three-way call with the **suicide hotline** at **800-273-8255**.

For **poison** or **accidental overdose**, initiate a three-way call to **poison control** at **800-222-1222**

Triage is available from [REDACTED] CST.

We cannot use the Triage line for [REDACTED]. Please use the backline instead; if you are unable to transfer to the backline, or have any questions, reach out to a supervisor.

### TRIAGE IS FOR ESTABLISHED PATIENTS ONLY

We are not authorized to give medical advice to new patients.

This includes patients who have not seen a Village provider in three years since the call.

Inform new patients that they can contact their previous provider for concerns.

#### Transfer to Triage/Clinical Support:

##### INFANT/PEDIATRIC SYMPTOMS

**Brief change in color** in infants 12 months and younger  
**Seizure**

##### ADULT SYMPTOMS

**Allergic reactions** with hives, itching, face or throat swelling, or shortness of breath  
**Blood clot** or unexplained swelling, redness, warmth, or tenderness in arms or legs  
**Blood sugar** over 350 or under 60  
**Chest pain**, shortness of breath, palpitations  
**Fainting**  
**Gaping wounds** or uncontrolled bleeding  
**Hemoptysis** (coughing blood) or **blood in stool**  
**High blood pressure**: systolic pressure (top number) is above 170 or diastolic (bottom number) is above 100  
**Low blood pressure**: systolic pressure is less than 90  
**Shortness of breath**, wheezing, or difficulty breathing  
**Slurred speech**, confusion, weakness, unexplained drowsiness, or facial drooping  
**Trauma** and **suspected fracture**

#### Transfer to Triage/Clinical Support—if unable, send an urgent patient case:

INFANT/PEDIATRIC SYMPTOMS	ADULT SYMPTOMS
<b>Vomiting</b> , or the following: Vomiting more than 3 times in the last 24 hours <b>Continuous diarrhea</b> with little or no food intake in the past 24 hours, Experiencing <b>dry mouth</b> <b>Little or no urinating</b> <b>Lethargy</b> <b>If yes:</b> Transfer to Triage/provider's nurse. If unavailable, urgent patient case to provider's staff. <b>If no:</b> Schedule earliest appointment.	<b>Abdominal Pain</b> When using a scale from 1 to 10 and the pain is greater than 5. <b>Fever Greater Than 102</b> <b>Severe Headache</b> <b>Miscarriage, Threatened Miscarriage</b> <b>Pregnancy</b> <b>OBGyn Emergency</b> If Triage or after-hours is not available, use OB service if available for the patient's market.

**NOTE:** If you cannot reach Triage or the provider's nurse, reach out to the clinical lead or your supervisor.