

MSH Emergency Department

Triage RN Role Guide: Zone B and C Updates

Last Reviewed: 6/2/2022

Instructions for triaging patients to Zone B:

1. Once patient is identified by Triage patient meets PITT Criteria (ESI 3, see exclusions below).
 - a. Triage RN will select ED Team Assignment: PITT
 - b. Triage RN will select Post Triage A Destination: Direct to Bed
 - c. Patient will appear on Waiting Room Board and Zone B Board.
2. Concierge will walk patient to Zone B as directed by triage RN.
3. Zone B Captain will update location and assign primary RN.
 - a. Patient will now appear on Zone B board.

Exclusions*: Patients < 21 years of age, ESI 1 and 2, Patients who **must** be in a stretcher, patients who require 1:1 observation, patients presenting with altered mental status, acute agitation or intoxication w/ gait instability.

*Exclusion criteria may be changed based on circumstances impacting the department.
Changes will be communicated by department leadership as needed.

Instructions for triaging patients to Zone C:

1. ESI 4 and 5 should be triaged to express care during operating hours:
 - a. Express Care Hours:
 - i. M-F 9a-5p
 - ii. S-S 9a-2p
2. Outside express care operating hours, ESI 4 & 5 patient will be triaged to Zone C.
 - a. Triage RN will select ED Team Assignment: Mid-Fast
 - b. Triage RN will select Post Triage A Destination: Direct to Bed
 - c. Triage RN will room patient in Zone C selecting C 314 (Lounge)
 - d. Patient will now appear on Zone C board.

NOTE: During overnight hours (11PM-7AM) until 7/1/22

- a. Triage RN will select ED Team Assignment: Acute 1 or Acute 2 (round robin)
 - b. Triage RN will select Post Triage A Destination: Direct to Bed
 - c. Triage RN will room patient in Zone C selecting C 314 (Lounge)
 - d. Patient will now appear on Zone C board.
3. Concierge will escort patient to Zone C as directed by Triage RN.
 - a. Triage RN will instruct concierge if wheelchair is needed or if patient can be walked to Zone C.