

TITLE: **WALK-IN PATIENT PROTOCOL**

OBJECTIVE: It is GILEAD MEDICAL’S goal to provide medical care to all those in need. Although appointments are preferred, GILEAD has established Walk-in Protocols to ensure that patients who present to our clinic without an appointment may still receive the medical attention they desire.

POLICY: Walk-ins are defined as clients who present to the clinic without an appointment, requesting medical attention. Walk-ins may be of two types, Emergent or Non-Emergent:

Emergent: If a client shows up at the front desk with any of the following complaints, the triage nurse or nurse manager should be contacted immediately to evaluate the situation: high fever, acute pain, bleeding, chest pain, high blood pressure, high blood sugar, etc.

1. The triage nurse, under the direction of the nurse manager will evaluate the situation and determine if the client should be taken immediately back to an exam room or if the client can be admitted through the routine procedures for clients with appointments.

Non-Emergent: If a client shows up at the front desk requesting medical attention for one of the following: physicals, notes for work, immunizations, PAP’s, etc., the following protocols should be followed:

1. If the schedule has openings due to cancellations or no-shows, clients with non-emergent issues should be given a same day appointment in one of the available slots.
2. If there are no openings on the schedule for that day, but the client really wants to be seen that same day, contact the triage nurse or nurse manager; he/she will evaluate the clinic area and determine if there is a possibility that the client can be seen that day.
3. If the client is requesting an STD examination

PROCEDURES:

- If a client shows up at the front desk and does not have an appointment, the receptionist will ask the client the nature of their illness or why they wish to be seen.
- Depending on the stated medical problem or reason the individual wants to be seen, the receptionist will follow the policies indicated above for the emergent or non-emergent walk-in
- If a client shows up at the front desk without an appointment, but states, "The triage nurse and/or Nurse Manager said I could come in", the client should be registered the same as patients with appointments.
 - a. The triage nurse and Nurse Manager should give the intake receptionist the names of clients they give permission to come in as a walk-in.
- The intake receptionist will rotate the walk-ins among all the providers in clinic that day.
 - a. If a doctor has several cancellations and/or no-shows, he/she may receive more walk-ins than other doctors who are busier.

SPECIALIST CLINIC WALK-INS:

- ✓ Above protocol does not apply to specialist.
- ✓ Clients who walk-in for specialist consultation must be referred to the Nurse Manager or Senior Nurse on Duty.