



## C28 Clinical- Triage of Walk-ins, Urgent/Non-Urgent Patients

**Policy:** The YCHC will provide same-day appointments for routine and urgent care.

### Procedure:

1. The receptionist will allocate a minimum of two appointment slots per day, (i.e. one at 11:00 am and one at 4:00 pm) to be held in the daily schedule showing "SAME DAY ONLY APPT". If the receptionist later fills the "SAME DAY ONLY" slot, the appointment type will be entered as either "*Same Day-Routine*" or "*Same Day- Urgent* in order to track the number of same day appointments filled.
2. The receptionist will ask each patient that calls for an appointment "***When do you need to be seen and is this URGENT, or can I make you a ROUTINE appointment?***"
3. If the patient needs a **ROUTINE same-day appointment**, the receptionist will check the availability of the time slots reserved for same-day appointments. When possible, the appointment will be booked as **Same Day-Routine** (under the Appointment type in Caretracker EHS) If there are no available appointments and the appointment is for a routine visit (physicals, regular check-up, etc.) the patient will be scheduled within 4 days or the first available that fits their schedule.
4. If the patient believes it is an **emergency**, *they will advised to call 9-11 or offered assistance to call 9-11.*  
If 9-11 is declined but they feel it is an urgent concern, a member of the clinical staff will triage the call and *they will be offered the most appropriate appointment (Emergent, Urgent, Routine, etc.)*
  - i. Walk-in patients will be triaged by a member of the clinical staff within 30 minutes of the patient checking in at the reception desk, unless presenting with emergent symptoms, in which case they will be immediately escorted to the emergency room.
  - ii. Based on the assessment, clinical personnel will make the decision as to the disposition of the patient:
    - a) Emergent- (Life threatening) – Emergency Room referral
    - b) Urgent- (Acute Illnesses)– same day appointment/ Emergency Room referral
    - c) Routine- (Chronic Conditions) – same day or within 24-72 hours
    - d) Wellness Care- (Physical, WWE) – scheduled within two weeks of request.



- e) Behavioral Health Services – scheduled same day or within 24 hours with check in.

**Definition of Categories:**

1. **Emergent:** Emergent conditions presenting significant threat to health or wellbeing as well as any that may be life threatening, including but not limited to difficulty breathing, profuse bleeding, trauma, severe pain and any chest pain, Fever in Elder or in child >3 months, any child illness in less than 3months, pregnancy with any bleeding or pain, eye injury, unresponsiveness, poisoning.
2. **Urgent:** Conditions not presenting threat to health or wellbeing but may represent prolonged symptoms or create significant discomfort includes but not limited to: acute viral illnesses, musculoskeletal injury that is not related to major trauma, bleeding from laceration that is controlled, urinary symptoms, respiratory symptoms without distress (shortness of breath, wheezing)
3. **Routine:** Surveillance and management of chronic conditions such as hypertension, diabetes and arthritis.
4. **Wellness & Preventative Care:** Conditions or assessments requiring administrative, medical clearance or referral paperwork; prenatal care, Well Child and Adult Annual exams and preventative health screenings; monthly injections for established conditions.
5. **Behavioral Health:** BH intake, Psychiatric Evaluation, Follow up BH medical visits, Therapeutic Counseling, and Substance abuse counseling, Case Management, Coordination of services and access through Outreach services.