GP Phone Triage

Set up diary with 5 minute slots – the time is irrelevant, as this diary just works as a list for GP's to work from.

Recommend that you set up a procedure code 'actioned' to make it easy to track which patients have been contacted. See example at the end of this document.

In the note column, we include the following details:
- initials of the patient's registered GP
- a brief description of their symptoms
- the phone number they would like to be contacted on

Generally GP's work through the list picking out their own patients, and then any patients whose regular GP is not in that day.

Alternatively, you may roster one GP at at time to complete calls between specific time frames.
Eg. GP 1 calls patients from the list between 9am – 9:30am
GP 2 calls remaining patients from the list between 9:30am – 10:00am etc.
This gives you an opportunity to spread the GP calling times.

If the GP's have exhausted their allocated call time, and there are still patients on the Triage list, this may be handed over to a nurse to complete. Although a nurse is more likely to bring a patient into the practice, as they do not have the same ability to manage a patient over the phone with a prescription for example.
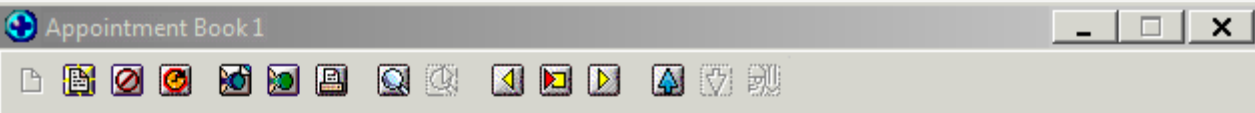
SAMPLE – Phone Triage Diary

⊕ Appointment Book 1						_ □ ✕	

| Date: | Thu 09 Aug 2018 ▼ | Prov: | Phone Triage (PHON) ▼ | | | | |

Time	Patient	Procedure	Note	Stat	SMS	Location Type	
08:30 am							▲
08:35 am							
08:40 am							
08:45 am							
08:50 am							
08:55 am							
09:00 am							
09:05 am							
09:10 am							
09:15 am							
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12:25 pm							
12:30 pm							
12:35 pm							
12:40 pm							
12:45 pm							
12:50 pm							▼

SAMPLE – Phone Triage Diary with examples

Time	Patient	Procedure	Note	Stat	SMS	Location Type
08:30 am		Actioned				At Practice (AP)
08:35 am		Actioned				At Practice (AP)
08:40 am		Actioned				At Practice (AP)
08:45 am		Actioned				At Practice (AP)
08:50 am		Actioned				At Practice (AP)
08:55 am		Actioned				At Practice (AP)
09:00 am		Actioned				At Practice (AP)
09:05 am		Actioned				At Practice (AP)
09:10 am		Actioned				At Practice (AP)
09:15 am		Actioned				At Practice (AP)
09:20 am		Actioned				At Practice (AP)
09:25 am		Actioned				At Practice (AP)
09:30 am		Actioned				At Practice (AP)
09:35 am		Actioned				At Practice (AP)
09:40 am		Actioned				At Practice (AP)
09:45 am		Actioned				At Practice (AP)
09:50 am		Actioned				At Practice (AP)
09:55 am		Actioned				At Practice (AP)
10:00 am		Actioned				At Practice (AP)
10:05 am		Actioned				At Practice (AP)
10:10 am		Actioned				At Practice (AP)
10:15 am		Actioned				At Practice (AP)
10:20 am		Actioned				At Practice (AP)
10:25 am		Actioned				At Practice (AP)
10:30 am		Actioned				At Practice (AP)
10:35 am		Actioned				At Practice (AP)
10:40 am		Actioned				At Practice (AP)
10:45 am		Actioned				At Practice (AP)
10:50 am		Actioned				At Practice (AP)
10:55 am		Actioned				At Practice (AP)

Appointment Book 1

Date: Wed 08 Aug 2018   Prov: Phone Triage (PHON)

*Patient specific data removed for privacy purposes.