

Telephone Advice Guidelines

PURPOSE: To identify who may conduct telephone triage in a provider's office when a member calls with a medical illness or problem, and to provide guidelines by which the triage will be performed.

- All telephone calls from patients with problems or medical questions must be documented (by time and date, and return phone call number), and promptly brought to the attention of the provider.
- RN's or Mid-level Practitioners should perform triage; LVN's and MA's should not give any advice over the phone.
- All prescriptions must be renewed or changed solely by the provider.
- In the event of a patient calling with a medical emergency, the patient will be instructed to call 911 immediately.

Approved by: Dr. _____ Date: _____

Staff signature: _____ Date: _____