


❖ It's always okay to transfer to Triage if you think a patient needs a nurse, but no Buzz Word is identified.

❑ If a patient asks to speak to a nurse today for a **NON-BUZZWORD** reason - Email Triage.

❑ If the patient wants to speak with a nurse on a different day - create a Triage task.

Buzz Words	Clarifying Question	“Would you like to speak to a nurse?” YES – Transfer to Triage NO – Document & Email APP	“Would you like a nurse to review your case and call back if necessary?” YES – Email Triage NO – Document & Email APP
Bleeding/blood (currently)	None	All	
Blood pressure	What is your current blood pressure?	UNKNOWN or Top number is below 100 or over 170	Top number is 101-169
Blood sugar	What is your current blood sugar?	UNKNOWN or Below 71 or higher than 250	Between 71-249
Breathing concern (SOB, Sputum, Wheezing, Cough)	Is this new or different?	Yes, new or different	No, not new or different
Chest pain	None	All	
Confusion	How long has this been going on? Or When did this occur?	Three days or fewer	More than three days
Constipation	How long has this been going on?	Three days or more	Fewer than three days
Diarrhea	How long has this been going on?	Three days or more	Fewer than three days
Dizzy / Light-headed	How long has this been going on? Or When did this occur?	Three days or fewer	More than three days
Emergency Room / Hospital	❑ Patients asking about or indicating they are going to the ER or Hospital – Phone Triage ❑ Patients already en route or at the hospital – Document and Email APP		
Fall (with or without injury)	When did this occur?	Three days or fewer	More than three days
Fever	What is your temperature?	100.4 or greater	Unknown or less than 100.4
General Changes: Energy, Appetite, Mobility, Sleeping	None		All

Buzz Words	Clarifying Question	“Would you like to speak to a nurse?” YES – Transfer to Triage NO – Document & Email APP	“Would you like a nurse to review your case and call back if necessary?” YES – Email Triage NO – Document & Email APP
Heart Rate / Pulse Rate	What is your current heart rate? Does it feel like it’s skipping?	(55 or below) OR (110 or above) AND/OR Yes it feels like it is skipping	56-109
Nausea/Vomiting	How long has this been going on? Or When did this occur?	Three days or more	Fewer than three days
Oxygen level (NOTE: 2 QUESTIONS)	Do you have a breathing concern that is new or different? (SOB, Sputum, Wheezing, Cough)	Yes, breathing concern is new or different	No, breathing concern is not new or different
	What is your oxygen level?	90% or below	91% or above
Pain (including headache) (moderate/severe)	Is this pain new or worse? How long has this been going on?	YES + Three days or fewer	YES + More than three days
Rash/Skin	Is this new or changed?	Yes, new or changed	No, not new or changed
Slurred speech	How long has this been going on? Or When did this occur?	Within last 24 hours	Greater than 24 hours
Suicide / Harming self or others	 Patients or Caregivers indicating they are thinking of harming self or others – Transfer to Urgent SW queue (7:00-5:00 Central)		
Swelling	How long has this been going on? Or When did this occur?	Three days or fewer	More than three days
Urination (more, less, painful, change in color or smell)	How long has this been going on? Or When did this occur?	Three days or fewer	More than three days
Weakness (including one-sided)	How long has this been going on?	Three days or fewer	More than three days
Weight gain	How long has this been going on? Or When did this occur?	1-2 days	Three days or more
Weight loss	How long has this been going on?	Three days or more	1-2 days
Wound	Is it draining?	Yes, it is draining	No, it is not draining