

Same-day or next day appointments may be booked for patients that indicate that the following problems are present:

back strain (still able to move around)
constipation
cough/cold/URI without heart history **instruct patient to obtain mask at front desk at check-in*
diarrhea
eye infection
fatigue/weakness greater than six weeks
flu symptoms without heart history **instruct patient to obtain mask at front desk at check-in*
limb pain without heart history and no mention or history of blood clots
medication refill/formulary change (insurance) **all other medication issues to Triage*
pulled muscle
rash/poison ivy
sinus problems
sore throat without heart history
weight loss
RV or RVPE without new symptoms (including **NEW** patient appointments)

Note: If the patient has multiple problems, is vague about the symptoms or gives a specific diagnosis, transfer the caller to Triage

Please send **ALL** same-day appointment requests for ____ patients with any medical issue to Triage.

If the following symptoms are actively present, advise the caller that these can be life-threatening and that their physician has directed that they seek treatment at the nearest hospital Emergency Department or to call 911:

abdominal pain, severe with sudden onset (currently experiencing symptoms)
back pain, severe with sudden onset (currently experiencing symptoms)
chest pain or pressure, new onset or severe (currently experiencing symptoms)
heart problem (new onset of slow or fast heart rate, irregular heartbeat, etc.)
fainting within the last 24 hours
shortness of breath, sudden onset or severe (currently experiencing symptoms)
stroke symptoms (vision disturbance, dizziness, speech problems, severe headache, paralysis, facial drooping, etc.)

Note: If the caller still insists on an appointment, transfer them to Triage

Special Note: Patients with traumatic injuries (head injuries, falls with injury, fractures/dislocations, lacerations, etc.) should be directed to the local hospital Emergency Department, Urgent Care or local walk-in clinic for initial care; Practice will provide follow-up care if needed or as appropriate.

Note: If the caller still insists on an appointment, transfer them to Triage

Send all callers with any other medical complaints, symptoms or diagnoses to Triage