

EMERGENCY DEPARTMENT POLICIES

SUBJECT:	TELEPHONE ADVICE IN THE EMERGENCY DEPARTMENT	NO. 10.2
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Reviewed:	8/94	9/96	5/98	5/99	2/00	4/03	4/06
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Patient Population

Neonate	√
Pediatric	√
Adolescent	√
Adult	√
Geriatric	√

POLICY: The Emergency Department (ED) personnel will not give telephone advice to callers except in specific situations.

IMPLEMENTATION:

The following criteria should be utilized by medical and nursing personnel when providing information:

- 1.) A patient who has recently been seen in the ED and provides a unit number may receive laboratory results over the phone.
- 2.) A patient who has recently been seen in the ED, provides a unit number and has questions regarding the discharge instructions may be given clarification.
- 3.) A patient who has recently visited the ED and is not feeling better should be advised to return to the ED for further assessment.
- 4.) A patient may be given first aid information and recommendations on how to access medical care.
- 5.) All other persons should be referred to their regular medical provider. If the person feels they have a medical emergency, advise them to go to the nearest ED or call 911.