Nursing Telephone Triage and Follow up Guidelines

Purpose

To ensure that the correct and appropriate information for assessment is collected, appropriate advice and review is given and undertaken to maintain patient safety.

Personnel Authorised to Perform Procedure

Cytotoxic Credentialed Registered Nurses within the Canterbury Regional Cancer and Haematology Service, Oncology Service

Associated Documents

- Canterbury Regional Cancer and Haematology Service guidelines on management of neutropenic patients
- Oral care guidelines
- Telephone Triage form (C242082)
- Chemotherapy Telephone Follow up form (C242081)
- Symptom Prompt Sheets

<table>
<thead>
<tr>
<th>Telephone Triage and Planned Telephone Follow-up Procedures</th>
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<tr>
<td>➞ Cytotoxic credentialed Registered Nurse receives or places a telephone call</td>
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<tr>
<td>➞ Obtain all patient details as outlined on the Telephone Triage form (C242082) or the Chemotherapy Telephone Follow-up form (C242081)</td>
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<td>➞ Use of symptom prompt sheets is required for comprehensive assessment</td>
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<tr>
<td>➞ For planned telephone follow-up calls documentation should be completed in full and the form filed in the clinical notes or documented</td>
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Responsibility: CNS’s Oncology
Authorised by: Director of Nursing CRCHS
Issue date: March 2013
Canterbury Regional Cancer and Haematology Service
Oncology

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⇒ For triage calls presenting problem is established using the information on the form and prompt sheets and possibility of an oncology emergency is determined

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<th>Oncology Emergency Triage Telephone Calls</th>
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<tr>
<td>⇒ If possible oncologic emergency, refer the patient for urgent review (see prompt sheet for flag)</td>
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<tr>
<td>⇒ Refer to Oncology Outpatient Service during working hours Monday to Friday</td>
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<tr>
<td>⇒ Or Emergency Department outside of normal business hours</td>
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**During Business hours patient review:**

⇒ Refer to triage nurse and doctor using ISBAR format for handover in Oncology Outpatient Service

**Out of hours patient review:**

⇒ Using patient details obtain last outpatient letter from Health Connect South and fax letter to Emergency Department (80286)

⇒ Phone Emergency Department Triage Nurse (80274) and give details:
  - Diagnosis
  - Signs and symptoms
  - Treatment details i.e. type and date of last chemotherapy.
  - Consultant’s name

⇒ To follow Immunosuppression pathway (if appropriate) or outline nature of issue

⇒ Document name of Triage Nurse on C242082

⇒ Notify Duty Registrar and record the time notified and name of Duty Registrar on C242082

⇒ If in doubt about advice to offer, consult with senior colleague, Duty Registrar or Oncologist on call.
## Non Emergency Triage Telephone Calls

- If not likely to be an oncologic emergency, establish what may have caused the problem and what action taken so far.
- Determine the appropriate advice or review required
  - During business hours within Oncology Service or GP
  - After Hours review at After Hours Clinic or ED
- Complete all sections on the Telephone Triage form C242082

## Follow Up of Triage Telephone Calls

- Follow-up telephone call within 24 hours by oncology outpatient department triage nurse during the week, or the SN-in-charge (Ward 27) on weekends. Document follow-up on Telephone Triage form.
- Fax to Oncology Day ward (88956) from ward by 0830 daily for weekdays
- Copy of completed Telephone Triage form is sent with documented follow-up to the patient’s consultant.
- Completed form is filed in clinical record.