



Policy and Procedure

McMinnville Free Clinic

TELEPHONE TRIAGE

APPROVED: 8/27/12
LAST REVIEW DATE: 8/27/12

Policy

It is the policy of McMinnville Free Clinic to do no triage of patients over the telephone. All patients must be seen by providers following the current structure of first/come first served (with some exceptions for follow ups and urgent issues).

Procedure

1. If a clinic phone is available, the message will clearly state the days and hours the clinic is open and advise the caller to call 911 if they have a medical emergency. If they have an urgent care need, they can also seek care at an urgent care clinic or emergency room.
2. All clinic staff that may answer a phone during scheduled clinic hours are instructed to inform callers that we do not give medical advice over the phone.
3. If clinic staff call a laboratory or radiology result to a client, if other medical questions are asked, any advice given must be within the limitations of their licensure, or they are to state that we do not give medical advice over the phone (for unlicensed people, they are to simply state that we do not give medical advice, beyond what is instructed by a provider, over the phone).