POLICY | PURPOSE STATEMENT:
It is the policy of the TTUHSC SON Larry Combest Community Health and Wellness Center to accommodate patients and community members that are seeking medical or behavioral health care. It is the purpose of this policy to outline the process to evaluate medical and/or behavioral health needs by a medical professional.

SCOPE:
This policy applies to all TTUHSC SON Larry Combest Community Health and Wellness Center patients, providers and staff.

PROCEDURE:

1. All patients and community members that arrive at the clinic asking for assistance with medical or behavioral health concerns will be scheduled to see a Provider that clinic day or will be evaluated by a medical professional (Triage RN or Provider). The medical professional evaluation will determine if the patient needs to be seen immediately or can be scheduled for an appointment.

2. Persons complaining of chest pain, stroke, suicidal or homicidal thoughts, cannot breathe, uncontrolled bleeding, ingestion of toxic substance, deformity of a limb, new onset inability to move a limb, decreased responsiveness, rape, head injury with vomiting or behavior changes, foreign body to the eye, severe burns, or infant less than 3 months old with fever, will be referred immediately to a medical professional (Triage RN or Provider) for evaluation.

3. Persons triaged as needing more advanced medical care or care outside the scope of the clinic, will be assisted with instructions to the appropriate medical facility, or emergency medical services will be contacted as deemed necessary by the Provider.
Policy and Procedure

a. A copy of the patient’s demographics (face sheet), last clinic visit note, and medication list will be sent with EMS before transport and will be documented in the chart.

b. A copy of the patient’s demographics (face sheet), last clinic visit note, and medication list will be sent with the patient before they leave for the hospital and will be documented in the chart.

c. A copy of the patient’s demographics (face sheet), last clinic visit note, and medication list will be faxed to the hospital when needed and will be documented in the chart.

4. Resource guide to be used by all clinics in their triage evaluation:

5. Calls received by phone by the PSS front desk staff during office hours, or after hours by the designated answering service will be managed as per Policy 4C.05 Access to Clinical Advice and Clinical Advice Outside of Office Hours.

RESPONSIBILITIES | REVIEW | REVISIONS:
It is the responsibility of the Policy & Procedures Committee to review and initiate necessary revisions based on collaboration and input by Policy and Procedure committee and through Administrative management of this policy, including the review and revisions will be the responsibility of the Clinical Services Director.

RIGHT TO CHANGE POLICY:
TTUHSC SON Combest reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.