

Greeter and Triage Guidelines for Urgent Care

Supertrack

- Allergic rxn (rash only)
- Constipation (Has not tried anything; no need for enema)
- Croup (no stridor at rest)
- Dental pain (no trauma or need for dentist)
- Dysuria (no vomiting)
- Ear FB
- Ear pain/drainage
- Extremity injury (no deformity)
- Fever (<5 days fever; immunized)
- Head injury (>6 months, no LOC or vomiting)
- Leg pain with injury
- Needs splint (NO cast removal)
- Nursemaid's
- Pink eye/eye discharge
- Rabies shot (not 1st one)
- Rash (not petechial)
- Referral to Urgent Care
- Sore throat (can open mouth/speak normally)
- Subungual hematoma (nail intact)
- Suture/staple removal
- Swallowed FB (no distress)
- URI (no wheezing/SOB)
- V/D (no prior zofran)

Triage first

- <6 mo with fever/fussy/vomiting
- Abdominal pain (RLQ or severe to ED)
- Age <2 months ANY complaint (Workup needed to ED)
- All lacerations
 - (<3 cm, not on nose, eyelid, lips, joints, palms, soles can go to urgent care)
- Chronic Medical Hx (unrelated/simple issue to UC)
- Diff breathing/ asthma
- Eye injury (triage if swelling/can't see eye)
- Facial swelling (Workup/imaging needed to ED)
- FB in nose (if visible, to UC)
- FB in skin (if removal needed, to ED)
- Headache (IV meds needed, to ED)
- Interpreter Needed
- Leg pain (NO injury)
- Neck injury (midline pain, to ED)
- Recent visit for same complaint

ED ONLY

- >5 days fever
- Abscess
- Allergic rxn with vomiting or swelling
- Cast problem
- Chest pain
- Color change/cyanosis
- Croup with stridor at rest
- C-spine tenderness
- Digit dislocation
- Enema needed
- Fever/unimmunized
- First rabies shot
- Head injury with LOC or emesis
- Injury with deformity
- Migraine
- Nailbed injury
- Psych eval
- Referral to ED
- RLQ abd pain
- STI (male/female)
- Syncope
- Testicular swelling/pain
- Vaginal bleeding/discharge