

ER/Triage Handoffs

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Don't forget the basics

- Name
- Age
- Diagnosis
- Recommended care plan
 - Admit
 - Observation
 - Phone consult (“can I pass something by you?”)

“I have an admission for you”



“I have an admission for you”

- Likely a correct statement 90% of the time, BUT.....
 - Is absolute
 - Paternal
 - Does not welcome dialogue/feedback
 - Places triage in a position of “blocking admissions”

Possible alternatives?

- “I have a patient to discuss with you that I think needs admission”
- “I’ve got a 45yo female with low risk CP who we think needs observation”

ER/Triage Handoffs

- If it's a social admit, please say so up front
 - Saves both services time
- Flexibility in pt's care plan appreciated if Triage finds additional information in EPIC
- Triage more familiar with:
 - Subspecialists
 - Clinic physicians