


Documentation Policy

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	Anytime Pediatrics Nurse Triage Documentation	
	Approved by: Cayce Branyon and Emily Smith	
	Approved Date: 11/1/2022	Next Review: 11/1/2023

Responsible Party: Anytime Pediatrics Leadership	Institution/Entries Applies to: Anytime Pediatrics
Policy Number AP 005	Originating Department: Nurse Triage
Document Type: Guideline	Section: Clinical
Policy Level: Triage	Policy Start Date: 11/1/2022

SCOPE: Anytime Pediatrics, Triage Nurse, Registered Nurse

POLICY: Documentation of the telephonic triage encounter provides a written summary of the interaction. Documentation serves as proof of encounter, collaboration, and application of nursing process as it relates to presented subjective and objective data collected during interaction.

PROCEDURES:

- Documentation should be entered into the Anytime Pediatrics Platform for each patient call.
- Documentation should be timely
- The following information will be included with each triage:
 - Patient Demographics to include first and last name, DOB, caller's name and relationship to the patient, call back number and clinician
 - Patient complaint
 - Decision support tool used
 - Assessment
 - Recommendation and response of patient
 - Care advice
 - Reason for call back
- Documentation will be guided by caller acknowledgement of first positive expressed symptoms.
- The Triage RN will utilize decision support tools to guide assessment that will be documented.
- The Triage RN will not use abbreviations in documentation.

DEFINITIONS: EMR- Electronic Medical Record

RELATED POLICIES: EMR Downtime

EXCEPTIONS: System downtime will require encounter documentation to be documented in Teams under the Downtime channel and will be entered into Anytime Pediatrics as a late entry.