


Health Education

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	Anytime Pediatrics: Health Education	
	Approved by: Cayce Branyon and Emily Smith	
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Responsible Party: Anytime Pediatrics Leadership	Institution/Entries Applies to: Anytime Pediatrics
Policy Number AP 006	Originating Department: Nurse Triage
Supersedes: None	Section: Clinical
Document Type: Guideline	Policy Start Date: 11/1/2022
Policy Level: Triage	

SCOPE: Anytime Pediatrics, Registered Nurse, Triage Nurse, RN

PURPOSE: Anytime Pediatrics values the autonomy and self-efficacy of the consumer and patient. Education related to self-care or disease process management should be provided to caller as applicable to the reason for call as a triage standard of care during the initial triage. Because Anytime Pediatrics' service involves brief patient encounters, for subsequent education needs; caller should be referred to establish provider or applicable resource.

PROCESS:

- Upon completion of triage assessment and determination of disposition, the nurse should provide care advice as indicated within the decision support tools applicable for reason for call.
- The nurse may provide self-care education related to identified conditions or prescribed medications using approved evidence-based tools:
 - Medscape
 - LactMed
 - Handouts in Clear Triage
- The nurse may refer the caller to on-line or community resources for education.
- The nurse should encourage the caller to engage with established provided for subsequent education needs.
- The nurse will instruct the caller to call back for worsening symptoms or further questions prior to ending call.
 - If a subsequent call is initiated by the consumer/patient, the call will originate through the same process.
 - The nurse will evaluate whether a triage is needed or if the caller is only seeking additional information related to the original call. If triage is needed, the nurse will proceed accordingly creating a new encounter.
- The consumer or patient will have health questions answered during the interaction negating need for more call back for further education.

- If a voicemail is left by the caller, Anytime Pediatrics triage nurse will respond accordingly.

RELATED POLICY: Anytime Pediatrics Clinical Voice Mail