

Optimizing telephone triage for telemedicine

Barton Schmitt, MD, FAAP and Daniel Nicklas MD, FAAP

TABLE 1

OFFICE HOURS CALLS New dispositions that include a video visit option

The following dispositions with Video Visit added can replace the existing Office Hours dispositions within Pediatric Telephone Protocols: Office Version (American Academy of Pediatrics published book) or the expanded number of office hours protocols in software. The 17th edition of the book uses these new dispositions.

- Call EMS 911 Now – no change
 - Go to ED Now – no change
 - Go to ED/UCC (or to Office with PCP Approval) Now – no change
 - Go to Office or Video Visit Now
 - Call Transferred to PCP or Video Visit Now
 - Callback or Video Visit by PCP within 1 Hour
 - See in Office or Video Visit Today
 - See in Office or Video Visit Today or Tomorrow
 - Callback or Video Visit by PCP Today
 - See in Office or Video Visit Within 3 Days
 - See in Office or Video Visit Within 2 Weeks
 - Home Care- no change
-

TABLE 2

TELEMEDICINE EXCLUSION LIST FOR OFFICE TRIAGE NURSES

Emergent Dispositions (911 or Go to ED Now) need to be excluded from video visits.

- **Specific protocols** may be excluded. Examples: fever in first 90 days, confusion, poisoning, child abuse.
- **Physical finding** not visible by video visit required for diagnosis. Examples: severe ear pain that needs an eardrum exam; mouth lesions that are difficult to visualize; vision loss that needs a retinal exam.
- **Genital image** required for diagnosis. Reason: sensitive image to transmit.
- **Lab test** required for diagnosis. Example: suspected urinary tract infection (UTI) that needs a urinalysis and urine culture (exception: bubble bath urethritis); suspected strep pharyngitis that requires a rapid strep test; chronic symptoms that require any lab work.
- **Imaging** required for diagnosis. Example: injured lower limb and child can't bear weight.
- **Procedure** required for treatment. Example: gaping wound that needs suturing or an animal bite wound that needs vigorous irrigation.