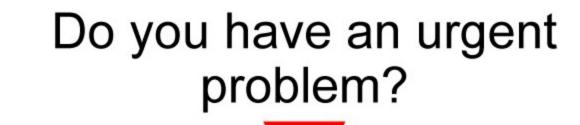


# POPGUNS: Prioritisation of Patients; a Guide to Urgency for Non-clinical Staff



An Australian Government Initiative



NO

Is the next available

appointment OK?



#### YES/UNSURE

NO



Name/DOB of patient

Nature of problem

How long has it been happening?

How severe is it?

Previous major health problems?





**Chest Pain** 

**Difficulty Breathing** 

Altered level of consciousness

Fitting

Uncontrollable bleeding Major injuries Spinal injury

Head injury

Severe allergic reaction

Persistent or heavy bleeding

Major burns

Bites if unwell

Extreme psychological | Severe pain or other distress or patient in

danger

Poisoning/ Heart palpitations/

Eye injuries

Acute neurological changes including

behavioural changes Child with lethargy

"severe" symptom

Pregnancy:

concern

- -pain or bleeding
- -ruptured membranes
- reduced movment

Abuse or assault

Visual disturbance Patient with extreme

Unwell child with persistent

- -fever
- -vomiting
- -diarrhoea

-other symptoms

Acute rash

Dehydration risk

Bleeding

Eye infections

Adult with persistent fever, but otherwise well Post-op problems Ear Infections













#### **Call 000**

Inform GP

Provide info to ED

Document

If relevant: Retrieve pt file Inform ED

## **Go to Casualty**

Inform GP

If relevant: Retrieve pt file Inform ED

Provide info to ED Document

**Interrupt GP** (or Nurse)

Inform GP Retrieve pt file

Document

**Discuss with GP** or Nurse as soon as available

Inform GP Retrieve pt file **Document** 

## Come to the surgery now

Inform GP

Tell patient to call back if it gets worse Retrieve pt file Document

### Make an appointment within 24 hours

Inform GP

Tell patient to call back if it gets worse Document