

# UNWELL PATIENT AT RECEPTION PATHWAY

*ED Reception **MUST** alert ED Clinicians to any patient booking in with any of the below conditions....*

Chest Pain	Acutely short of breath	Currently fitting	Unresponsive
Swelling of the tongue	Non-blanching rash	Major Bleeding	History of unconsciousness
Widespread burns	Chemical injury to the eye	Marked limb deformity	Marked distress
Altered conscious level	Abrupt onset of headache	Severe pain	Floppy Child
Inconsolable Child	Symptoms of Stroke/FAST: Facial droop, slurred speech, arm weakness		

## HOW RECEPTION NEED TO ESCALATE CONCERNS:

**LEVEL 1:** For all of the above complaints and for any concerns you have for a patient at Reception or in the Waiting Room  
*ALERT NAVIGATOR OR TRIAGE NURSE ASAP. IF THEY ARE UNAVAILABLE ALERT THE NIC.*

**LEVEL 2:** For serious concerns for a patient and/or medical emergency at Reception or in the Waiting Room  
*ALERT NAVIGATOR OR TRIAGE IMMEDIATELY. IF THEY ARE UNAVAILABLE PRESS THE PANIC BUTTON.*

**\*\*\*IF YOU HAVE SERIOUS CONCERNS FOR A PATIENT, GET MEDICAL HELP FIRST BEFORE TRYING TO BOOK THEM IN\*\*\***

## HOW NURSES NEED TO RESPOND TO CONCERNS RAISED BY RECEPTION:

Responsibility of the Triage Nurse:

Acknowledge Reception immediately and listen to their concerns

Look at the patient and make an immediate judgement of can the patient wait until you have finished what you are doing or do you need to assess the new patient immediately. If you need to stop what you are doing ask the receptionist to alert the NIC immediately.