

# TOTAL ACCESS URGENT CARE

## Emergent Patients

To ensure our patient's safety, please use your best judgment and err on the side of caution when determining who could have a potentially emergent chief complaint.

Always continue to quickly check in and room potentially emergent chief complaints and notify the Team Lead once the patient has been roomed. Actively scan the list of patients for potentially emergent chief complaints. Notify these patients via text to head to your location and come inside upon arrival to be registered. Do not have patients with concerning complaints waiting in their cars or from home. If a patient seems to be in distress, involve the clinical team or provider immediately.

Examples include:

1. Abdominal pain
2. Chest pain
3. Shortness of breath
4. Vomiting
5. Bleeding / lacerations
6. Very young and Elderly/frail patients
  - a. Please use your best judgment without asking a specific age. If it seems like checking in online would be a challenge or confusing, please just help the patient. These are some of our highest-risk patients.
7. Any Injury
8. Motor Vehicle Accident (MVA)
9. Allergic reaction
10. Dizziness or lightheadedness
11. High blood pressure
12. If you are unsure at all, check in the patient.
  - a. As always, if a patient is experiencing an emergent chief complaint or is very young, elderly, or frail, we will see the patient regardless of the time, queue status, or rooming protocol.