

Chapter 14. Assignment 1. – Telephone Screening

Screening/Sorting/Triage

On a typed document answer the questions for both of these scenario's for handling multiple calls.

Telephone Triage/Screening # 1:

Your telephone has four incoming lines. This allows several patients to call at once. Suppose the following calls were on the lines at the same time:

Line 1: The caller wants to make an appointment for her son, who has a 101.3 fever

Line 2: The caller wants to see a physician this afternoon. He's having chest pains.

Line 3: The caller is upset because she has been disconnected three times. She has a question about her bill.

Line 4: the caller needs a prescription refill.

TRIAGE these calls. That means sort them into order of importance. Which call would you handle first? Which second? Which last? Why?

Telephone Triage/Screening # 2:

Line 1: The caller would like to schedule an appointment for a routine physical exam.

Line 2: The caller is a physician who is calling to speak with your physician about a patient

Line 3: the caller is experiencing severe abdominal pain. He would like to see the physician as soon as possible

Line 4: the caller is seeking medical advice about a new drug she saw advertised on TV.

TRIAGE these calls.

Incoming Calls and taking phone messages:

Read the following incoming calls that you answered. (The call in italics was taken from voicemail). In the same document that you created for the above questions, please answer for each call:

1. **WOULD YOU NEED ADDITIONAL INFORMATION BEFORE YOU PASS ON THE MESSAGE?**
Write any additional questions that you should or would ask the caller before hanging up, so that you can get further information if needed. Although you are not required to list questions that are clinical in nature, you may include clinical questions if you would like.
2. **WHAT ACTION IS NEEDED TO ENSURE THAT THIS IS TAKEN CARE OF:** example, what do you attach to the message (file, name and address if not already given...) and **WHO** do you give it to

and HOW (for example, in their hand, on their desk, page the doc, email or call the doc/manager?)

3. Then, write down each message or the information you would put into a telephone message form (**see the telephone message forms examples**) to take an accurate message for each caller. Save the answer document and attach them to the relevant dropbox by the due date.

Staff members at your doctor's office:

Physician	Dr. Jekyl
Office Manager	Ms. Hyde
Clinical MA	Trish Watt
Clinical MA	Sarah Wenn
Scheduling Assist	Jen Hoo
Reception	Ken How
Insurance Billing/HIT	Bill Why

Call # 1:

Allan Jenkins is calling from the cleaning service to let the office manager know what supplies he needs. He leaves a message stating that they are out of window cleaner, paper towels, liquid cleanser, and floor cleaner. He says that she does not have to call him back, but they will be cleaning again on Friday evening and will need the supplies at that time. This message was received on Wednesday, April 7 at 8:10 AM. The caller leaves his phone number, 903 555 2378, in case the office manager has questions.

Call # 2:

Mr. Richard Manaly called to speak to the office manager to express his dissatisfaction with the times he was offered for an appointment. His job is strict about attendance, and he cannot leave work until 4:00PM. He has requested appointment times after 4:00PM, but the scheduling assistant tells him that he cannot have an appointment any later than 4:00PM. Mr. Manaly is concerned that he will not be able to be at the clinic at that exact time, and he is frustrated that the clinic is not more responsive to his needs. He called at 2:15PM on March 14. His phone number at work is 972 555 6343 and his cell phone number is 214 555 8080.

Call # 3:

"This is Mr. Antony. I am having trouble breathing and I need the doctor to call me back immediately! I am very anxious and have used my inhaler three times, but it doesn't seem to help. Please call me soon." Left on January 6 at 8:00AM.