## Introduction.

Non-clinical (reception) staff are usually the first port of call for patients who access care in general practice, but what guides their decision making? Systems and processes support reception staff to safely and appropriately triage patients. The clinical team need to provide input into triage policies, decision-making tools, protocols and referral processes. They should also facilitate training for reception staff to recognise 'redflags', levels of urgency and need for care. Policies, procedures and guidelines support appropriate access to care and help avoid health and safety risks and medico-legal issues arising.

## What is triage?

Triage should be a **rapid and systematic** process for determining a person's level of urgency at the point-of-entry to a service

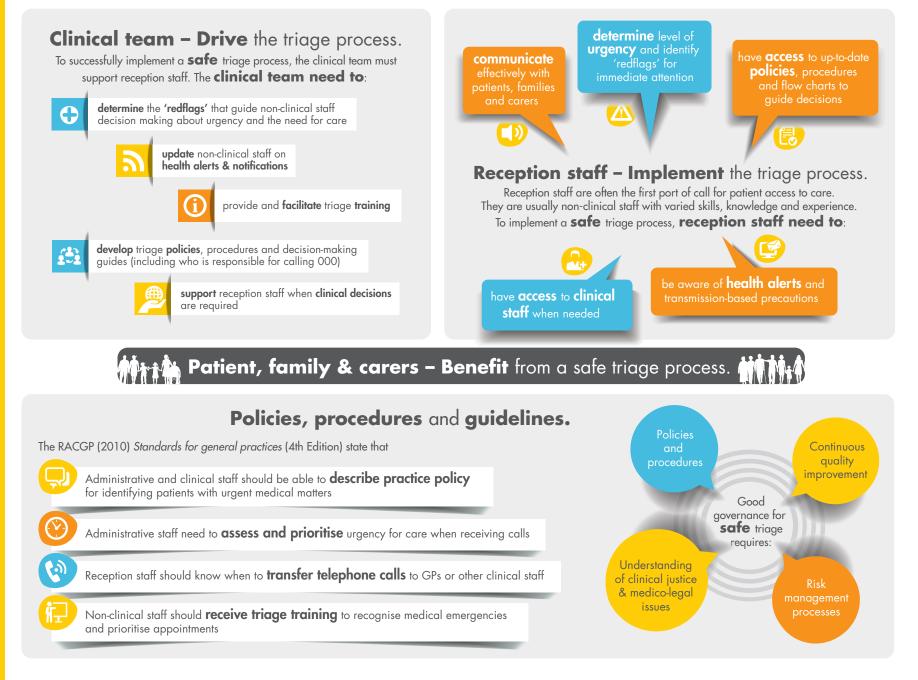
However, triage can be a chaotic, process of **balancing patient access to care** with workforce pressures



A stronger primary health system.

This poster is based on Larter's triage workshop, *Triage in General Practice Settings*. See **larter.com.au** for our education and training for health professionals.

## **Triage in general practice settings.** What guides decision making?



## Triage in general practice settings.

What guides decision making?



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