POLICY: The Emergency Department (ED) personnel will not give telephone advice to callers except in specific situations.

IMPLEMENTATION:

The following criteria should be utilized by medical and nursing personnel when providing information:

1.) A patient who has recently been seen in the ED and provides a unit number may receive laboratory results over the phone.

2.) A patient who has recently been seen in the ED, provides a unit number and has questions regarding the discharge instructions may be given clarification.

3.) A patient who has recently visited the ED and is not feeling better should be advised to return to the ED for further assessment.

4.) A patient may be given first aid information and recommendations on how to access medical care.

5.) All other persons should be referred to their regular medical provider. If the person feels they have a medical emergency, advise them to go to the nearest ED or call 911.