

JOB AID: MEDICAL TRIAGE REFERENCE

SERVICE	SCOPE	LIMITATIONS	EXAMPLES / INDICATIONS / NOTES
ACUPUNCTURE	<ul style="list-style-type: none"> Musculoskeletal pain including, but not limited to: headaches and migraines, pain in neck, back hip, leg, knee, foot, shoulder, arm, or hand Anxiety, depression, sleep disturbances, nausea, blood pressure, menstrual cramps, menopausal symptoms, general wellbeing Digestive issues worsened by stress 	<ul style="list-style-type: none"> Cannot prescribe medication Cannot order labs, ultrasound or x-ray 	
BEHAVIORAL HEALTH	<ul style="list-style-type: none"> Behavioral health diagnoses confirmed or suspected Substance use/abuse Coping with stress and life Connection to mental health resources outside of the clinic 	<ul style="list-style-type: none"> Cannot prescribe new medications (can refill existing and stable prescriptions) Cannot prescribe controlled substances class I/II Cannot order labs, ultrasound or x-ray 	<ul style="list-style-type: none"> Any indication of self-harm "Yes" to any CAGE-AID questions AuditC-2 score (4+ men, 3+ women) PHQ-4 ≥3 first two questions (anxiety) PHQ-4 ≥3 last two questions (depression)
DERMATOLOGY	<ul style="list-style-type: none"> Assess and treat skin growth or rash Liquid nitrogen treatment (seborrheic keratoses, actinic keratoses, warts) General skin care advice History of or interest in skin cancer screening 	<ul style="list-style-type: none"> Biopsies are not done at the clinic; if indicated then the dermatology lead will try to coordinate a follow up outside this clinic Can order labs, ultrasound & x-ray 	Eczema, psoriasis, acne, seborrheic dermatitis, fungal skin infections, exam of nevi, melanoma, rosacea
FOOT CARE	<ul style="list-style-type: none"> Superficial foot concerns Structural foot concerns Diabetic foot care <p>**STRUCTURAL CONCERNS HAVE A LIMITED SCOPE ON DAYS WITHOUT A PODIATRIST**</p>	<ul style="list-style-type: none"> REFER TO DERMATOLOGY: deep, infected, slow healing pressure wounds / warts / concern for cancer REFER TO PRIMARY CARE: numbness, tingling, burning, pain to all toes -> likely neuropathy, r/o diabetes REFER TO PHYSICAL THERAPY: signs of plantar fasciitis -> foot pain with activity, centered near the heel and accompanied by arch tenderness/abnormality; plantar or ankle tendon pain Can order labs, ultrasound & x-rays 	<p>Superficial foot concerns: ingrown toenails, calluses, corns, athletes foot, toenail fungus, general nail health, minor wound care</p> <p>Structural concerns: bunions, fractures, hammertoes, bone-related pain</p>

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PHYSICAL THERAPY	<ul style="list-style-type: none"> Musculoskeletal pain or injury: back, neck, knee, ankle History of balance issues and/or falls Exercise consult and education 	<ul style="list-style-type: none"> REFER TO OCCUPATIONAL THERAPY: concerns of the elbow, wrist or hand Cannot evaluate general medical conditions Can order ultrasound & x-ray 	
OCCUPATIONAL THERAPY	<ul style="list-style-type: none"> Evaluation and treatment of conditions involving the hand, wrist and elbow Fabrication of thermoplastic orthosis to address symptoms/diagnosis as indicated Instruction on home exercise, activity modification and orthosis use 	<ul style="list-style-type: none"> Elbow, wrist and hand ONLY. Shoulder pain/involvement refers to physical therapy Can order ultrasound & x-ray 	<ul style="list-style-type: none"> Difficulty using hands for daily living Carpal tunnel syndrome, osteoarthritis, overuse syndrome including tendonitis, joint stiffness (i.e. related to delayed or no treatment of injury or fractures), trigger finger symptoms
NUTRITION	<ul style="list-style-type: none"> Comprehensive nutrition and lifestyle assessments Individualized nutrition plan with shared decision making Sustainable lifestyle counseling Disease-specific education and handouts 	<ul style="list-style-type: none"> Cannot order labs, ultrasound or x-ray 	Diabetes/pre-diabetes education, weight management, pediatric nutrition, chronic health conditions (hypertension, high cholesterol, congestive heart failure etc.)
MAMMOGRAM	<p><u>On site</u> mammogram van for women over 40 years old:</p> <ul style="list-style-type: none"> 40+yo WITH focal symptoms/concern or has breast pain 40+yo W/OUT symptoms and uninsured 40+yo W/OUT symptoms and insured - yes but may be billed by insurance if last scan was <10 months ago 	<p>Go to mammogram desk for <u>offsite scheduling</u> if:</p> <ol style="list-style-type: none"> Under 40yo with focal symptoms/concern Patient is dependent on ADA access Patient is unable to stand for at least 10 minutes <p>**write DESK in routing column of patient record</p>	<p>Females over 40 years of age or under 40yo with symptoms/concerns</p> <p>***NOT indicated in patients under 40 without symptoms/concern</p>

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PRIMARY CARE: GENERAL & PEDIATRICS	<ul style="list-style-type: none"> • General exam • Ordering appropriate labs (PAP, pregnancy test, STI testing) • Ordering relevant imaging services (x-ray, ultrasound) • Ordering & interpreting EKGs • Chronic illness assessment, consult and management • Acute illness, injury or concern 	<ul style="list-style-type: none"> • No naturopathic care available 	<ul style="list-style-type: none"> • Consider PT, OT, foot care, dermatology as indicated if patient has an isolated concern covered by that specialty
PRIMARY CARE: WOMEN'S + TRANS / NONBINARY HEALTH (TNB)	<ul style="list-style-type: none"> • Pelvic exam • Ordering appropriate labs (PAP, pregnancy test, STI testing) • Ordering relevant imaging services (x-ray, ultrasound) • Ordering & interpreting EKGs • Cervical cancer screening • Transgender and non-binary healthcare • Concerns specifically related to sexual and reproductive health • Contraception, pregnancy and fertility 	<ul style="list-style-type: none"> • This service area is NOT for patients with general medical needs who happen to also be female/trans/non-binary • Women's + TNB health provider will assess patient's general needs during the same visit ONLY if they otherwise qualify to be seen in this service area • Unable to remove, replace or insert IUD's or implants (Nexplanon); can consult and help coordinate follow up care outside of clinic 	<ul style="list-style-type: none"> • Chronic GYN conditions (uterine fibroids, ovarian cysts, endometriosis, pelvic pain, etc.) • Acute GYN conditions (vaginal itching, discharge, bleeding, skin changes etc.) • Urinary concerns • Contraception management • Sexual health education • Infertility
<p>A PROVIDER VISIT IS REQUIRED TO DETERMINE IF THE FOLLOWING ARE INDICATED</p> <p>EKG Lab Ultrasound X-ray Prescriptions</p>			