

Procedure: Phone Triage/Chest Pain



Responsible Department: Heart & Vascular Clinic
Guidelines

Scope: Medical Assistants, LPN, RN

Effective date: 7/2025

(A) Purpose:

To assure prompt response and medical attention to patient's reporting with chest pain.

(B) Procedure:

(1) Phone Triage Actions:

- (a) Identify patient, location, situation, and if any other person is with the patient.
- (b) Keep the patient on the phone.
- (c) Determine if the patient is reporting a general history of repeated chest pain, or if the patient is currently having acute chest pain, with associated symptoms.
- (d) Any patient with current, active chest pain is to be kept on the phone line until there is another person with them who can activate 911.
- (e) If the patient is alone, keep them on the line and have other staff assist. Call 911 on a separate phone line and remain on the line with the patient until 911 arrives.
- (g) Report status to patient's cardiologist.
- (h) Any patient calling to report a change of symptoms with chest pain, but not having active chest pain, is to be triaged by an RN and the cardiologist notified to obtain orders.
- (i) All phone communication is documented in the electronic medical record.

(2) Patient In-Clinic Triage Actions

- (a) For any patient reporting to the Heart & Vascular Center with complaints of chest pain, the attending cardiologist of the day is to be immediately notified. An RN will stay with the patient.
- (b) The patient is to be immediately placed in clinic exam room to obtain EKG and vital signs.
- (c) All further directives and orders for transfer to the Emergency Department (ED) will be given at the discretion of the attending cardiologist.
- (d) Any patient with active chest pain who is being transferred to the ED will be accompanied by an RN.
- (e) If an attending cardiologist is not present in the clinic, the patient is immediately escorted by an RN to the ED for medical assistance.
- (f) Reminder: Life threatening situation: **CODE BLUE: DIAL #77**

Reviewed by:

/s/

Cristina Alvarez
Clinic Manager 2

7/22/2025

Date

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Review/Revision Completed by:
Dr. Ehab Eltahawy