



## Heart & Vascular Guidelines Clinic

**Title:** Phone Triage/ Chest pain

**Responsibility:** Medical Assistants, RN, LPN

**Purpose of Guidelines:** To assure prompt response and medical attention to any patient reporting chest pain

**Procedure:** ***\*Phone Triage Actions:***

1. Identify patient, location, and situation and if any other person is with the patient.
2. Keep the patient on the phone line.
3. Determine if patient is reporting a general history of repeating chest pain or if the patient is currently having acute chest pain with associated symptoms.
4. Any patient with current, active chest pain is to be kept on the phone line until there is another person presently with them who can activate 911.
5. If no one is with the patient; keep the patient on the line and have other staff assist and call 911 on a separate phone line.
6. Remain on the line with the patient until 911 arrives.
7. Report status to patient's cardiologist.
8. Any patient calling to report a change of symptoms with chest pain, but not having active chest pain is to be triaged by a RN and notification to the cardiologist for orders.
9. All phone communications are documented in Athena.

**\*Patient in Clinic Triage Actions:**

1. Any patient reporting to the Heart & Vascular Center with complaints of chest pain is to immediately be reported to the attending cardiologist of the day and attended by a RN.
2. The patient is to be immediately placed in clinic exam room with EKG and vital signs obtained.
3. All further directives and orders for transfer to the ED will be given per discretion of the attending cardiologist.
4. Any patient with active chest pain who is being transferred to the ED will be attended by a RN.
5. In the event that an attending cardiologist is not present in clinic, the patient is immediately escorted to the ED for medical assistance.
6. Reminder: Life threatening situation: CODE BLUE: DIAL #77