



Unwell resident? Think about calling **Teletriage** to avoid unnecessary hospital admissions. **Open 24/7.**

We are a **non-emergency service**. If you think it's a life threatening condition you should call 999.

1

Complete observations and ensure you have the resident's record to hand.



2

Call Teletriage on **0151 514 2222 (Option 2)**. You will speak with a qualified Nurse Practitioner.



3

During the call, you will be asked a number of questions regarding the resident.



4

After the phone call, you will be contacted via Skype to clinically assess the resident.



5

Present the issue over Skype to the nurse who will give full instructions on what to do next.



6

Following the Skype call, if we've referred the resident on we'll keep you updated. If we haven't referred them, we will call you for an update on their wellbeing.

Questions you will be asked

1. What is the reason for the call?
2. What is the resident's past medical history?
3. Is the resident taking any current medication? If so, what?
4. Does the resident have any allergies?
5. Is there any end of life information to be aware of? (e.g. DNAR/EHCP/GSF Coding)

Skype

1. Ensure the iPad is charged
2. Press unlock button (soft key) and swipe the screen to the right
3. Press unlock button (soft key) again and enter the passcode.
The passcode is case sensitive so you may need to press the upwards facing arrow for capital letters. The passcode will need to be updated periodically.

Teletriage Case Study

A member of staff at a care home witnessed a 93 year-old resident fall and bang her head. They called Teletriage for support and went through this process to determine the wellbeing of the resident. The resident was alert and breathing and not unwell in herself. Teletriage advised the care home to monitor the resident's observations hourly, including assessing her pupil size and response to light, as well as ensuring she stayed hydrated. Following the call, the care home were happy to manage the resident at the home and she was visited by GP Out of Hours overnight, for safety.