

Module 3

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ANYTIME After Hours

Nurse Triage Training Guide

Triage Scenarios

1. **Login in to the Anytime test environment using the following credentials**

<https://portal.anytimepediatrics.com>

- Username: testnurse1@anytimepediatrics.com
- Password: Anytime123!

2. **Complete the following scenarios in the test environment.** You will need to allot 45 minutes to 1 hour to complete

****All test patients must be saved and scheduled in the test practice - 1st Call Practice****

- **Test Patient #1**

1. **Select Patient Search**
2. **Select 1st Call Practice**
3. **Name:** Your First and Last Name
4. **DOB:** 2/2/2022
5. **Parent:** Test Your Last Name
6. **Number:** Your cell number
7. **Clinician:** Ted Lasso

A. Scenario 1: Creating a new chart

- **Select Patient Search**
- **Select 1st Call Practice**
- **Name:** Test Patient #1 (your first and last name)
- Enter the required criteria listed above for Patient #1
- Select **Clear Triage**

- Select a **protocol** of your choice (select care advice and a dose of Tylenol)
- Type a brief assessment
- Select an appropriate **Disposition** that accurately reflects your assessment and protocol

B. Scenario 2: Send an Instant invite

- **Select Patient Search**
- **Select 1st Call Practice**
- **Name:** Test Patient #1
- Enter the required criteria listed above for Patient #1
- Save and Send Instant Invite to your self or a family member via text

C. Scenario 3: Scheduling a telehealth appt for the future

- **Select Patient Search**
 - **Select 1st Call Practice**
 - **Name:** Test Patient #1
 - Enter the required criteria listed above for Patient #1
 - Schedule Appointment with Dr Ted Lasso in 1st Call Practice for today (select any time you wish)
- **Test Patient #2:** Document a call for patient **Josh Smith** with a DOB 2/1/2021. Mom's name is Jessica Smith and call back number (800)123-1111. Patient is seen at 1st Call Pediatrics by Dr. Pratt Mom states the patient has left ear pain with yellow drainage from the ear that she noted this morning, patient has tubes in ears, no fever. Patient also has thick yellow drainage from both eyes with mild swelling to bilateral eyes. Denies severe swelling or eye pain. Mom gave tylenol 2 hours ago and the patient is sleeping at time of call. No swelling or redness behind the ear. No difficulty walking or with balance. No high risk medical concerns or known drug allergies. Weight 23 lbs. Include your assessment, select appropriate protocol and disposition, along with pertinent care advice pertaining to the patient. Copy and paste information from Clear Triage into the phone encounter in Anytime. Include ibuprofen weight based dose as well as send a handout for ibuprofen dosage using your personal phone #.
 - **Test Patient #3:** Document a call for an 11 mo old **Susan Jones** insert DOB that will reflect an 11-month-old patient. Grandmother's name is Mary and call back number (864) 555-111. Patient is seen at 1st Call Pediatrics by Dr. Pratt. Grandmother states that the patient was given honey with breakfast this morning by her older sibling. No symptoms at this time. Patient is awake and alert, eating and drinking well. Mom is concerned and wants to know what symptoms she should be monitoring for

and if the patient needs to be seen right away. Include your assessment, select appropriate protocol and disposition, along with pertinent care advice pertaining to the patient. Copy and paste information from Clear Triage into the phone encounter in Anytime.

- **Test Patient #4:** Document a call for 8 mo **Susan Jones** insert DOB that will reflect an 8-month-old patient. Dad's name is Larry and call back number(864) 555-1111 . Dad states the patient rolled off the bed about 30 minutes ago, cried immediately and denies LOC. No difficulty breathing. Patient is feeding well. No vomiting. Patient is awake and alert, looking around and cooing in the background throughout the call. Dad denies any changes in behavior and states the patient is moving his arms and legs without difficulty. No visible injury to the patient. Dad reports the bed is about 2 feet high and the floor is carpeted. Include your assessment, select appropriate protocol and disposition, along with pertinent care advice pertaining to the patient. Copy and paste information from Clear Triage into the phone encounter in Anytime.
- **Test Patient #5:** Document a call including a virtual visit for a 1 yo **John Smith** insert DOB that will reflect a 1 year old patient. Mom's name is Jessica and the call back number (**Your cell phone number**). Mom states the patient has hives that started yesterday with a few spots on the belly. The patient woke up this morning and the rash is all over the body, to the stomach, chest, back, arms and legs with a few spots on the neck and face, Rash is slightly raised, and mom describes it as red spots/dots that are pinpoint and "very tiny" per mom. They do not look like mosquito bites or welts per mom. Rash is not itchy and the patient doesn't seem bothered by it. No fever. Mom states the patient was seen in the office 5 days ago and started on amoxicillin for an ear infection. She is awake, alert, and interactive, has been drinking fluids well and appetite has improved over the past 2 days. Patient is watching TV at the time of the call. No joint swelling or pain. Patient has taken amoxicillin in the past and did not have this rash. Mom is concerned it is an allergic reaction to the medication and wants to know if she should stop the medicine. Mom has pictures of the rash she is able to send for you to view. Include your assessment, select appropriate protocol and disposition, along with pertinent care advice pertaining to the patient. Copy and paste information from Clear Triage into the phone encounter in Anytime and proceed to a virtual visit. Be sure to select Virtual Visit as your disposition in the phone encounter and select save and send instant invite. Once your virtual visit is completed and you've entered your care advice before completing the visit select link visit and choose the appropriate phone encounter you completed previously to combine the visits for the practice.
- **Test Patient #6:** Document a call for **Susan Jones** DOB 1/12022. Mom states the patient was seen in the office today and prescribed Pepcid for reflux. Medication is not at the pharmacy and we do not have access to the EHR for this practice. The practice notes state to have patients/parents call back to the office during office hours regarding medication questions due to paper charting system. Select your protocol and appropriately override your disposition. Copy and Paste your information into the phone encounter in Anytime Pediatrics.

