



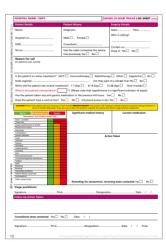
NCIS Office Briefing Note 008

# **NCIS Telephone Triage Assessment Form**

### Introduction

- The Telephone Triage Assessment Form is now available in NCIS.Chart. This form has been based on the UKONS 24 Hour Triage Tool Log Sheet (Version 2, 2016)
   <a href="https://www.ukons.org/site/assets/files/1134/oncology\_haematology\_24\_hour\_triage.pdf">https://www.ukons.org/site/assets/files/1134/oncology\_haematology\_24\_hour\_triage.pdf</a>
- Triage practitioners who have access to NCIS can now consider the local implementation of this form.

## **Background**



#### **UKONS 24 - Hour Triage Tool Log Sheet**

The Triage Log Sheet is a standardised format for recording telephone triage consultations. Triage Practitioners follow a sequence of questions and direct patients to the best advice and actions. The UKONS Toolkit has been disseminated to hospitals providing Systemic Anti-Cancer Therapy, where practitioners are aware of the importance of referring to the official UKONS Information and Instruction Manual when using this resource.

## Where is this form located?

The NCIS Telephone Triage Assessment form is located in the Assessment Tab of NCIS.Chart



## What does the form look like?

The NCIS.Chart form contains each field outlined in the UKONS Triage Log Sheet. Radio buttons for each category are available with related Red, Amber, Green Scoring included. There are sections to record comments and actions taken.

Telephone Triage	
Consultant	
Has the caller contacted the advice li	ne previously O yes O no
Enguine Dataile	Date Time
Enquiry Details Who is calling?	Date   Illie
Contact no	
Drop in	Oyes Ono
Reason for call [ + / - ]	· · · · · · · · · · · · · · · · · · ·
	^
	~
(in patients own words)	
Is the patient on active treatment?	SACT Immunotherapy Radiotherapy Other Supportive No
State regimen	The state of the s
Are they part of a clinical trial	Oyes Ono
When did the patient last receive trea	
What is the patients temperature?	°C (Please note that hypothermia is a significant indicator of sepsis)
	c medication in the previous 4-6 hours ○ yes ○ no ○ yes ○ no Infusional pump in situ ○ yes ○ no
	are receiving or have received IMMUNOTHERAPY may present with treatment related problems
	12 months afterwards. If you are unsure about the patient's regimen, be cautious and follow
triage symptom assessment.	Advise / 24 hour follow up / Assess
Fever - on SACT Chest pain	○ Advise ○ Assess ○ Advise ○ Assess
Dyspnoea/shortness of breath	O Advise O 24h follow up O Assess
Performance Status	O Advise O 24h follow up O Assess
Diarrhoea	O Advise O 24h follow up O Assess
Constipation Urinary disorder	○ Advise ○ 24h follow up ○ Assess ○ Advise ○ 24h follow up ○ Assess
Fever	O Advise O 24h follow up O Assess
Infection	O Advise O 24h follow up O Assess
Nausea	O Advise O 24h follow up O Assess
Vomiting Oral/stomatitis	○ Advise ○ 24h follow up ○ Assess ○ Advise ○ 24h follow up ○ Assess
Anorexia	O Advise O 24h follow up O Assess
Pain	○ Advise ○ 24h follow up ○ Assess
Neurosensory/motor Confusion/cognitive disturbance	O Advise O 24h follow up O Assess Advise O 24h follow up O Assess
Fatigue	Advise 24h follow up Assess
Rash	O Advise O 24h follow up O Assess
Bleeding	○ Advise ○ 24h follow up ○ Assess ○ Advise ○ 24h follow up ○ Assess
Bruising Ocular/eye problems	O Advise O 24h follow up O Assess
Palmar Plantar syndrome	O Advise O 24h follow up O Assess
Extravasation	O Advise O 24h follow up O Assess
Other, please state	
Significant medical history	
Current medication	
Action Taken [ + / - ]	
	^
	V
Attending for assessment, receiving t	eam contacted O yes O no
	<u> </u>
Triage practitioner	Date Time
Follow Up Action Taken [ + / - ]	
	^
	<b>∀</b>
Consultants team contacted	O yes O no Date Time
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#### What additional features does this form offer?

A Red, Amber or Green (RAG) indicator is displayed once a follow up category is selected according to the UKONS Toolkit scoring.



The RAG functionality will display RED where any 'Assess' category is selected, or where 2 or more '24hr-follow up' categories are selected.

Red toxicity or problem requires URGENT assessment by team +/- admission



The RAG functionality will display <u>AMBER</u> where a single '24hr-follow up' category is selected.

1 Amber requires follow up/review within 24 hours. Self-care advice and warning statement for the caller, asking them to call back immediately if they notice any change or deterioration

2 or more ambers = RED



The RAG functionality will display **GREEN** where any only Advice categories are selected.

Toxicity/problem may be managed at home.
This category prompts the practitioner to offer the relevant Self-care advice and warning statement for the caller, asking them to call back immediately if they notice any change or deterioration.