



PRODUCT  
DASHcentral



USER  
All Users



STAGE  
Client

# How to Optimize Triage In DASHcentral

## How Does Triage Work in DASH?

Triage is designed to guide the patient through a series of Yes/No & Either/Or questions that provide further detail for the reason for visit. Triage can be optional or required, and can be assigned to singular chief complaints or multiple chief complaints.

Triage questions should be used if the patient's answer could impact the scheduling workflow - triage can:

- 1) limit the services offered
- 2) prompt the provider specialty
- 3) limit the providers able to treat the patient
- 4) guide the correct appointment type

You can view an example of how triage works [here](#)

## How to Optimize Triage Workflows:

Radix recommends using triage for the following scenarios:

1. If a chief complaint can indicate symptoms that require emergency, stopping the scheduling process
  - a. Example 1: Patient has a compound arm fracture - direct patient to emergency room
  - b. Example 2: Patient has bowel or bladder dysfunction relating to a spine injury - direct patient to emergency room
2. If a chief complaint may apply/overlap across multiple specialties, and different symptoms may prompt the scheduler to choose a particular specialty
  - a. Example 1: Patient has a shoulder injury that radiates down their back - schedule with a Spine specialist
  - b. Example 2: Patient is seeking a non-surgical opinion - schedule with a PM&R specialist
3. If certain chief complaints require that certain process checks have been completed prior to scheduling
  - a. Example 1: Patient is having recurring migraines and wants to see a neurologist, but hasn't been to their PCP for the same issue
  - b. Example 2: Patient is scheduling an appointment for workers compensation, but can't provide the required case policy information in order to proceed with schedule

### Avoid Triage for:

- Something that requires clinical expertise - Radix triage is not meant to replace a line of questioning that may require professional clinical training. Instead, consider a triage question that directs the scheduler to transfer the call to a medical professional
- Administrative reminders - adding stops and additional clicks in the scheduling process strictly for the purpose of a training reminder can frustrate schedulers. For example, refrain from building in reminders to greet patients a certain way or offer directions to the clinic

### Data Collection for your DASH Environment:

Be sure to indicate what should happen in the scheduling process depending on how triage is answered.

Chief Complaint	Triage Question
Shoulder	1) Is your injury the result of a sports accident? <i>If yes:</i> Schedule with a sports medicine specialist <i>If no:</i> Proceed to question #2 2) Have you had prior imaging performed? <i>If yes:</i> Proceed to question #3 <i>If no:</i> Proceed with scheduling