

Telephone Approach Triage Dispatch Tool

Principles:

1. The assignment is by telephone contact and a voicemail is left if the SOTD does not pick up the call
2. Each SOTD is given up to 10 minutes to respond before the RTC moves to the next available SOTD unless the case is a time sensitive IMWLSM
3. A return call from the SOTD is mandatory if a voicemail is left on SOTD device

Telephone approach required during business hours 0800-1800 Monday to Friday: Refer to daily staffing sheet to identify SOTD (OTDC) not actively assigned

1st contact: Hospital assigned OTDC (e.g. Lina for NYGH or MGH, or Emma for her 5 hospitals)

2nd contact : Clinical responder in region

3rd contact : Standby/On-call in region

4th contact: In-region (closest hospital) **not scheduled for standby/call** (note if education or HD activities marked on schedule)

4th contact : CR out of region (consider closest region in-case on-site response following approach may be needed)

5th contact : On-call out of region

- a. 1st choice full time
- b. 2nd choice part time/casual OTDC/CR (skill experience considerations)

6th contact: Consult manager of Hospital Programs or designate

Telephone approach required after business hours 1800 – 0800 Monday to Friday, 24/7 Weekends & Holidays: Refer to daily staffing sheet to identify individual not actively assigned

1st contact: In region CR

2nd contact: In region on-call

3rd contact : Out of region CR (consider closest region in-case on-site response following approach may be needed)

4th contact : On-call out of region-1st choice full time or part time/casual OTDC/CR

5th contact : Consult MOC