

PHONE TRIAGE:

(During Health Center operating hours)

Pregnant patient calls the office

C/C above the diaphragm and without systemic involvement or dehydration concerns associated (any week gestation)

Patient is encouraged to see her Primary Care Provider or present to Urgent Care for evaluation and management

Specific OB based concern such as lack of or reduced fetal movement or vaginal bleeding (any week gestation)

Patient to see an OB provider in the office or Snuggery

C/C below the diaphragm or systemic process suspected including dehydration

Less than 20 weeks gestation

At or greater than 20 weeks gestation

Every effort is made to have patient see OB for management of complaint and only if unable to accommodate then refer to UC

Patient is evaluated by OB provider first to assess fetal/maternal well being and further disposition determined

Home

Snuggery

Urgent Care

OB provider or nurse will call appropriate counter part** in Urgent Care **BEFORE** the patient leaves the office to ensure that UC has the resources to care for that patient and a plan of care is mutually agreed upon. This also establishes contact points if further OB concerns arise while the patient is in the care of UC staff

All conversations pertaining to a patient's plan of care, including conversations with the On Call OB provider and/or Urgent Care provider, should be clearly documented in the patient's chart in a patient case.

** Nurse to nurse handoff will only be acceptable for a patient requiring IV fluids ONLY. All other situations require provider to provider discussion.