# Greeter and Triage Guidelines for Urgent Care

## Supertrack
- **Allergic rxn** (rash only)
- **Constipation** (Has not tried anything; no need for enema)
- **Croup** (no stridor at rest)
- **Dental pain** (no trauma or need for dentist)
- **Dysuria** (no vomiting)
- **Ear FB**
- **Ear pain/drainage**
- **Extremity injury** (no deformity)
- **Fever** (<5 days fever; immunized)
- **Head injury** (>6 months, no LOC or vomiting)
- **Leg pain with injury**
- **Needs splint** (NO cast removal)
- **Nursemaid’s**
- **Pink eye/eye discharge**
- **Rabies shot** (not 1st one)
- **Rash** (not petechial)
- **Referral to Urgent Care**
- **Sore throat** (can open mouth/speak normally)
- **Subungual hematoma** (nail intact)
- **Suture/staple removal**
- **Swallowed FB** (no distress)
- **URI** (no wheezing/SOB)
- **V/D** (no prior zofran)

## Triage first
- <6 mo with fever/fussy/vomiting
- **Abdominal pain** (RLQ or severe to ED)
- **Age <2 months ANY complaint** (Workup needed to ED)
- **All lacerations**
  - (<3 cm, not on nose, eyelid, lips, joints, palms, soles can go to urgent care)
- **Chronic Medical Hx**
  - (unrelated/simple issue to UC)
- **Diff breathing/ asthma**
- **Eye injury** (triage if swelling/can’t see eye)
- **Facial swelling**
  - (Workup/imaging needed to ED)
- **FB in nose** (if visible, to UC)
- **FB in skin** (if removal needed, to ED)
- **Headache** (IV meds needed, to ED)
- **Interpreter Needed**
- **Leg pain (NO injury)**
- **Neck injury** (midline pain, to ED)
- **Recent visit for same complaint**

## ED ONLY
- >5 days fever
- **Abscess**
- **Allergic rxn with vomiting or swelling**
- **Cast problem**
- **Chest problem**
- **Color change/cyanosis**
- **Croup with stridor at rest**
- **C-spine tenderness**
- **Digit dislocation**
- **Enema needed**
- **Fever/unimmunized**
- **First rabies shot**
- **Head injury with LOC or emesis**
- **Injury with deformity**
- **Migraine**
- **Nailbed injury**
- **Psych eval**
- **Referral to ED**
- **RLQ abd pain**
- **STI (male/female)**
- **Syncope**
- **Testicular swelling/pain**
- **Vaginal bleeding/discharge**