

SOP Template: Patient Admission and Triage Procedures

This Standard Operating Procedure (SOP) details the **patient admission and triage procedures** to ensure efficient and accurate assessment upon arrival. It includes patient registration, initial medical evaluation, prioritization based on severity of condition, documentation of vital signs and symptoms, communication protocols among healthcare staff, and guidelines for directing patients to appropriate care areas. The goal is to optimize patient flow, reduce waiting times, and provide timely medical attention while maintaining a high standard of care and safety.

1. Purpose

To establish a standardized process for admitting and triaging patients, ensuring rapid identification of critical conditions and efficient allocation of resources.

2. Scope

This SOP applies to all healthcare staff involved in patient admission and triage in the facility, including reception, nursing, and medical personnel.

3. Responsibilities

- **Reception Staff:** Register patients and collect preliminary information.
- **Nursing Staff:** Perform initial assessments and record vital signs.
- **Medical Staff:** Conduct further evaluation and assign triage category.
- **All Staff:** Ensure accurate documentation and communication throughout the process.

4. Procedure

- 1. Patient Arrival & Registration**
 - Greet patient and verify identity (name, DOB, ID).
 - Collect demographic, insurance, and contact information.
 - Provide patient identification band.
- 2. Initial Triage Assessment**
 - Obtain presenting complaint, medical history, and allergies.
 - Record vital signs: temperature, pulse, respiratory rate, blood pressure, oxygen saturation.
 - Assign triage priority based on severity and symptoms (see Table below).
- 3. Documentation**
 - Record all findings in the patient's medical record/electronic health system.
 - Update triage status as condition changes.
- 4. Communication & Handover**
 - Inform medical staff of high-priority/critical cases immediately.
 - Hand patient over to assigned care area or specialty as per triage classification.
- 5. Patient Flow Management**
 - Direct patients to appropriate waiting, observation, or treatment areas promptly.
 - Monitor waiting times and reassess if condition changes.

5. Triage Category Table

Triage Category	Description	Response Time	Examples
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Red	Immediate - Life-threatening condition	Immediate attention	Cardiac arrest, severe trauma, airway compromise
Orange	Very urgent - Serious condition, risk of deterioration	Within 10 minutes	Chest pain, severe respiratory distress
Yellow	Urgent - Stable but requires prompt care	Within 30-60 minutes	Moderate pain, fever in infants
Green	Non-urgent - Minor conditions	Within 2 hours	Minor injuries, mild symptoms
Blue	Routine - No immediate threat	Can wait as appropriate	Prescription refills, routine check-ups

6. Guidelines for Patients with Infectious Symptoms

- Provide masks and isolate as needed upon identification of infectious symptoms (fever, cough, rash, etc).
- Follow facility infection control protocols.

7. Documentation & Record Keeping

- Ensure all patient data is entered accurately and promptly in the medical record.
- Update documentation with any change in triage category or patient status.

8. Communication Protocols

- Use clear, concise language during handovers.
- Escalate urgent issues to medical team leaders without delay.
- Document all communications regarding patient status.

9. Quality Assurance

- Periodically review admission and triage records for accuracy and compliance.
- Participate in regular training and updates regarding triage algorithms.

Note: This SOP should be reviewed annually and updated as necessary to remain compliant with current clinical guidelines and facility policies.

Approval: _____ **Date:** _____

Review Date: _____