



H1N1 Swine Flu Triage Questions for Reception

Questions to ask at reception

Reception staff can ask question in a manner that is reassuring as well as providing reasons for the questioning and privacy assurance if required. Practice information leaflets and notices in the waiting room can provide information that will further support the appropriateness of triage questions.

Questions to ask patient can be thought of in 3 stages:

1. Routine questions asked of all patients
2. Questions asked when the patient indicates signs or symptoms consistent with an infection disease
3. Question asked of patient when the practice suspects a local outbreak of an infectious disease eg: measles, or a suspected case of pandemic influenza).

Examples of questions to ask

“Could you please give me an indication as to your health need so that I can ensure that I give you the most appropriate appointment?”

“You say that you are unwell, can you give me further information as to what as to what you are experiencing? Do you have a fever, rash, cough, diarrhoea or vomiting?”

“So that our doctors can provide the best possible care, can you give me an indication of the nature of your visit?”

“You probably know that there is an issue with flu at the moment, Could you tell me if you have a fever, muscle aches or cough, or have recently returned from overseas?”

“Would you mind if I asked a couple more questions as the information will help us care for you?”