

### **WHEN TO CALL THE TRIAGE NURSE**

Please call us first, between 8:00 AM and 5:00 PM, when experiencing a symptom for which you may need medical attention. Some signs and symptoms to watch out for are:

- Shaking chills or fever greater than 100.4
- Productive cough, with green, yellow, red, or brown sputum
- Poorly controlled diarrhea, constipation, nausea, or vomiting
- Poorly controlled neuropathy or pain
- Swelling, redness, or pain of an arm or leg
- Shortness of breath / chest pain
- Dizziness with changing position, or lightheadedness
- Burning, frequency, or urgency with urination or lower back pain (UTI symptoms)
- Dark urine, less urine than normal, abnormal thirst (dehydration)
- Mouth sores, difficulty swallowing, frequent or severe heartburn
- Abnormal bleeding or unexplained bruising
- Any new or concerning symptom

### **HOW TO CONTACT THE TRIAGE NURSE**

- Call your physician's office number below.
- Give the Operator your name and the name of your physician.
- Request to speak with the triage nurse.

<b>East</b>	<b>Rose Quarter</b>	<b>Vancouver</b>	<b>West</b>
503.239.7767	503.280.1223	360.944.9889	971.708.7647 or 971.708.7648

There is always a physician on call after office hours, including weekends and holidays. For after-hours care, **call your physician's office number listed above**, and the answering service will promptly contact the physician on call.

### **WHEN YOU REACH THE TRIAGE NURSE**

- Every attempt will be made to answer your call promptly and by a live person.
- If your call is answered by our voicemail, please leave the following information:
  - Name and spelling of your last name
  - Date of birth
  - Name of your physician
  - Brief description of the reason for your call and the symptoms that are of concern to you
  - Best phone number to reach you
- VOICEMAILS THAT ARE LEFT will be returned as soon as possible.
- Messages left AFTER 4:30 pm will be returned on the following business day.

### **IN AN EMERGENCY**

- IF YOU ARE EXPERIENCING SIGNIFICANT/SEVERE CHEST PAIN, SHORTNESS OF BREATH, BLEEDING, LOSS OF ABILITY TO SPEAK, LOSS OF MOVEMENT IN ONE SIDE OF THE FACE, ARM OR LEG OR ANOTHER EMERGENCY, PLEASE GO DIRECTLY TO THE EMERGENCY ROOM. YOU DO NOT NEED PERMISSION TO DO SO.
- Our physicians prefer that you go to one of the following hospitals:
  - Legacy Good Samaritan Medical Center
  - Legacy Emanuel Medical Center
  - Legacy Meridian Park Medical Center
  - Legacy Salmon Creek Medical Center
  - Providence Portland Medical Center
  - Providence St. Vincent Medical Center
  - PeaceHealth Southwest Medical Center