

**Saint Elizabeth Telephone Line To Care  
Triage Call Documentation Report**

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Date: 01/14/2011

Patient Name: CHILD TEST PATIENT

Call Date: 01/14/2011 18:27

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Patient Name: CHILD TEST PATIENT

PCP: PEDI MD

Patient Addr: Saint Elizabeth Lane

Spec:

Lincoln NE 68510

Age: 11 mos. Sex: F

Phone: Day (402) 555-5555

Eve. (402) 555-5556

Birthdate: 01/30/2010

Operator: Anita L., R.N.

Insurance: BCBS--PPO

Diagnosed Problem

Born healthy

Medications

Denies

Known Allergies/Reactions

NKMA

**PRESENTING PROBLEM**

Mom Katie states "She has had a cold for a couple of days and now has temp of 104.2 R"

Temp had been about 101

Fever started today

Gave Tylenol about an hour and a half ago - 0.8 ml

Drinking less than normal

Still has wet diapers

Nasal discharge is clear

Not a constant cough - wet cough

Mom concerned about fever

Wt 20 pounds

GUIDELINE USED: Colds (Pediatric)

REASON FOR DISPOSITION:

Cold with no complications (all triage questions negative)

ALSO, mild cough is present

RECOMMENDED DISPOSITION: Provide Home/Self Care

CARE ADVICE GUIDELINE USED: Colds (Pediatric)

HOME CARE: You should be able to treat this at home.

REASSURANCE: It sounds like an uncomplicated cold that we can treat at home.

RUNNY NOSE with profuse discharge: blow or suction the nose

- Reassure parent that nasal mucus and discharge is washing viruses and bacteria out of nose and sinuses

- Having the child blow the nose is all that's needed. For younger children, the parent can use nasal suction.

- Apply petroleum jelly to the nasal openings to protect them from irritation (Cleanse the skin first)

**MEDICINES FOR COLDS**

- COLD MEDICINES are not recommended at any age. (Reason: they are not helpful. They can't remove dried mucus from the nose. Nasal washes can.)

- ANTIHISTAMINES are not helpful, unless your child also has nasal allergies.

- DECONGESTANTS: OTC oral decongestants (Pseudoephedrine or Phenylephrine) are not recommended. Although they may reduce nasal congestion in some children, they also can have side effects.

- AGE LIMIT: Before 4 years old, never use any cold medicines (Reason: unsafe and not approved by FDA).

After 4 years, don't recommend them, but if the parent insists on using a one, help them calculate a safe dosage based on the drug dosage tables. (Avoid multi-ingredient products)

*continued below*

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Date: 01/14/2011

Patient Name: CHILD TEST PATIENT

Call Date: 01/14/2011 08:27

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- NO ANTIBIOTICS: Antibiotics are not helpful, unless your child develops an ear or sinus infection.  
BLOCKED NOSE: If the nose appears to be blocked and the caller hasn't used an appropriate technique for opening it, explain how to do it.

BLOCKED NOSE: Use nasal washes (Reason: suction alone can't remove dried or sticky mucus)

- Use warm water or saline nosedrops to loosen up the dried mucus, followed by child blowing or parent suctioning. Instill 2-3 drops in each nostril. Repeat nosedrops until clear. Do nasal washes at least qid or whenever your child can't breathe through the nose.

- (Caution: if < 1 yo, use 1 drop at a time and do 1 side at a time)

- Saline nosedrops - add 1/2 tsp of table salt to 1 cup (8 oz) of warm water.

- Other options: warm shower to loosen mucus/wet cotton swab to remove sticky mucus.

- Importance: a young infant can't nurse or drink from a bottle unless the nose is open.

HUMIDIFIER: If the air in your home is dry, use a humidifier.

TREATMENT for ASSOCIATED SYMPTOMS of colds:

- Muscle aches or headaches - use acetaminophen q 4 hours OR ibuprofen q 6 hours as needed (See Dosage table)

- Sore Throat: Use hard candy for children > 6 years old, and warm chicken broth if > 1 year old.

- Cough: Use cough drops for children > 6 years old, and corn syrup 2-5 ml for younger children > 1 year old.

FEVER: For fever > 102 F (38.9 C), give acetaminophen q 4 hours OR ibuprofen q 6 hours (See Dosage table)

FOR ALL FEVERS: Give cold fluids in unlimited amounts. Avoid excessive clothing or blankets (bundling).

EXPECTED COURSE: Fever 2-3 days, nasal discharge 7-14 days, cough 2-3 weeks.

CALL BACK IF:

- Earache suspected

- Fever lasts > 3 days (any fever occurs if < 12 weeks old)

- Can't unblock the nose with repeated nasal washes

- Nasal discharge lasts > 14 days

- Your child becomes worse

**PATIENT/CALLER UNDERSTANDING**

Patient/care giver was able to repeat the instructions in his or her own words.

**PATIENT/CALLER INTENDED ACTION**

Patient/Caregiver will comply with recommended disposition.

**NOTES**

Told mom that if her child's temp goes over 105 degrees she would need to be seen in ER tonight.