



TOOLKIT 14 · AMBULATORY CLINIC & DENTAL · TOOL 1 OF 6

Same-Day Access and Triage — Reception Protocol

Walk-in, phone, online: who is seen now, who today, who this week. The red flags any receptionist can recognise, and the words to use

Level	Signs (any one)	Do
RED — NOW	Chest pain · difficulty breathing · sudden weakness, face drooping, speech difficulty · heavy bleeding · unconscious or confused · severe allergic reaction · fitting · severe injury · suicidal statements · a child who is floppy, blue, or not responding	Call the clinician to reception now, or call emergency services _____ and stay with the person. Do not ask for documents or payment first.
AMBER — TODAY	Fever in a child under 3 months · fever with rash or stiff neck · severe pain · vomiting that will not stop · dental abscess with swelling · pregnancy with bleeding or pain · wound needing stitches · mental-health crisis without immediate danger	Book the next available slot today, or the duty clinician's list; tell the person what to do if worse while waiting.
GREEN — THIS WEEK	Everything else: routine review, prescriptions, results, certificates, check-ups, dental check	Book the next routine slot; offer telephone or telemedicine where appropriate (Toolkit 17).

Ask, in order

1. "What is the problem today?" — listen for the red flags.
2. "How long has it been going on? Is it getting worse?"
3. "Is there anything that worries you most?"
4. If any doubt: "Let me ask the nurse to speak to you now." A receptionist never decides that a red flag is not one.

Say

Red: "I need you to come in right now / I am calling an ambulance. Stay on the line." · Amber: "You should be seen today. The earliest time is [time]. If [symptom] gets worse before then, go to the emergency department." · Green: "The next appointment is [date]. If anything changes, call us."

LOG (AUDITED MONTHLY)

Date · time	Contact (walk-in / phone / online)	Level assigned	Action	Seen within target?

ASF standards: Ambulatory Standard 1 — same-day access; Standard 2 — reception; Universal Floor — emergency entrance and response