Standard operating procedure (SOP) · EDP-SOP-001 · Version 1.0 · Approved by the ASF Expert Committee

**Supports:** 7.2

### At a glance

- Each call is triaged with the recognised protocol.
- The priority decides the response.
- The triage decision and the response are recorded.
- A call that the protocol does not cover goes to the clinical advice line.
- Stop and get help straight away if: a call is sent with no triage decision, or a high-priority call gets a low-priority response.

## 1. Purpose

To sort each call by how urgent it is, and to match the response to it (7.2).

## 2. Scope

| | |
|---|---|
| Applies to | Clinical and support staff in the hospital |
| Locations | All wards, clinics and departments of the facility |
| When | Whenever the activity described is carried out |
| Does not apply to | Activities covered by another document listed in section 15 |

## 3. Definitions

| Term | Meaning |
|---|---|
| Clinical lead | The doctor or nurse in charge of the area at the time |

## 4. Background

Each call must be sorted by how urgent it is, using a recognised protocol. Without it, the caller who sounds calm can wait behind the one who is dying.

## 5. Responsibilities

| Role | Responsibility | Competence |
|---|---|---|
| Call taker | Triages each call with the protocol | Trained call taker |
| Shift supervisor | Checks the triage on sample calls | Supervisor |

## 6. Materials and equipment

| Item | Requirement | Condition |
|---|---|---|
| Records and forms named in this document | Current version | Checked before use |

## 7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

## 8. Before you start

- Confirm the forms and equipment named in this document are available and current.

## 9. Procedure

**Step 1. Triage.**

- Follow the recognised protocol question by question, and set the priority (EDP-FRM-001).

**Key point:** The protocol, not memory.

**Step 2. Match.**

- Send the response for that priority, using the emergency triage standard (HOS-SOP-001) for clinical priority.

**Key point:** Priority decides the response.

**Step 3. Record.**

- Record the triage decision and the response on the call record.

**Key point:** Recorded, every call.

## 10. Decision points

- No decision points in this procedure.

## 11. Special situations

| Situation | Action |
|---|---|
| Out of hours | Follow the same steps. Use the on-call contact on the wall of the area. |

## 12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

## 13. Monitoring

| Measure | Target | Frequency | Owner | If not met |
|---|---|---|---|---|
| Calls triaged with a protocol recorded | 100% | Monthly | Operations manager | Escalate to chief executive |
| High-priority calls with a matching response | At least 90% | Monthly | Operations manager | Escalate to chief executive |

## 14. Records

| Record | Kept in | Retention |
|---|---|---|

| | | |
|---|---|---|
| Record named in this document | Patient record or the area file | the period set by the facility’s records policy years |

## 15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

## 16. Related documents

| ID | Title | Use |
|---|---|---|
| **EDP-FRM-001** | Call triage and response record | Record |
| **HOS-SOP-001** | Emergency triage | Clinical priority |

## 17. Evidence

| Reference | Note |
|---|---|
| E-009 | Based on the International Academies of Emergency Dispatch Medical Priority Dispatch System protocols. |
| E-006 | ASF Policy Framework v1.2. Adapted. |
| E-009 | ASF Expert Committee consensus. |

## 18. Change history

| Version | Date | What changed | Approval |
|---|---|---|---|
| 1.0 | the date of approval | First version | set Expert Committee approval |

## E-learning for this document

- **Medical Emergency Protocol Development** (MED-01)
- **Patient Assessment & Fitness for Transport** (MT-03)

# References


- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)


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