

# CLINICAL TRIAGE PROCESS

**Phone call  
seeking  
appointment  
today**

*Triage can be offered  
at any time during the  
day*

**ASSESS**  
is this call  
appropriate for  
Triage?

**Initial Reception  
decision point**

*Inform patients of  
potential costs*

Is this a NEW  
or  
ONGOING problem?

**Secondary  
Reception  
decision point**

ON-GOING problem  
“Can you wait to  
speak with a  
Clinician you’ve  
previously seen?”

NEW problem

**Triage allocation**

**YES**  
Add to Triage  
template for specific  
Clinician to call

**NO**  
Add to Triage  
template with usual  
Clinician to call

**Triage response**

Patient waits for  
specific GP to call  
(may not be during  
that Triage time)

Usual GP calls own  
patients first, then  
those from team,  
then uncalled  
patients

*Note: This Clinical Triage process flow chart is a standard approach, teams are encouraged to refer to this as a guide to develop a process that aligns with their patient population health and needs*