

Index Report - Specialty Clinics

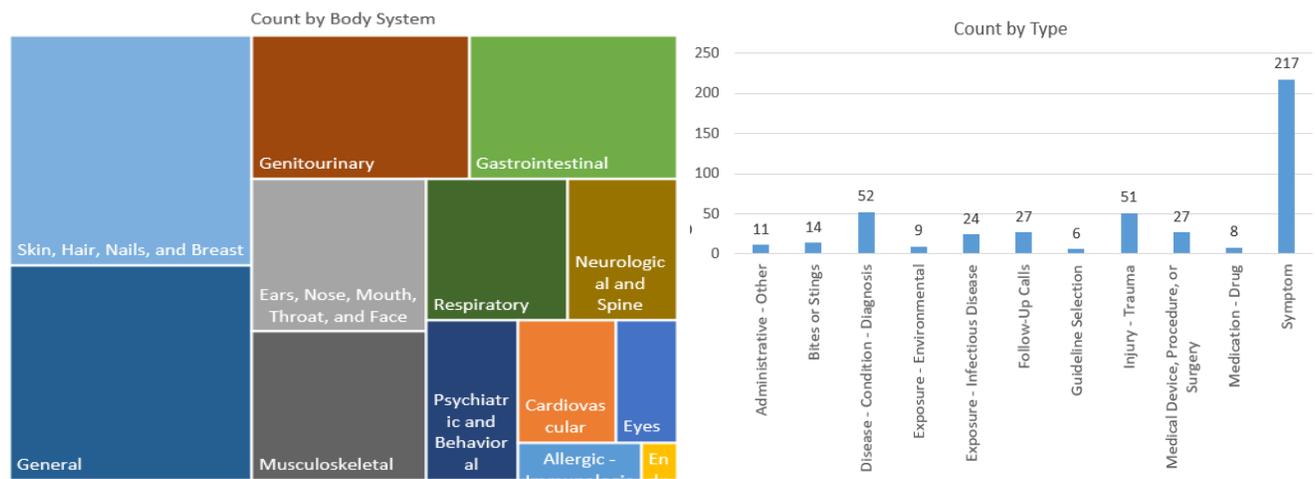
After-Hours Telehealth Triage Guidelines | 2025 | Adult

Best practice for telehealth triage nursing is to identify the primary reason for call (chief complaint) and to triage the symptom(s).

- For most specialty practices, the majority of calls are symptom-related.
- Even for specialty calls, focusing on the primary reason for call (symptoms such as abdomen pain, cough, chest pain) is usually the best place to start.

The index shown below lists just selected specialties and in many cases just the most relevant telehealth triage guidelines. See the Alphabetic Index for a complete list of all the symptom-based (211), injury (51), and other guidelines that can be used in a specialty clinic.

The 2024 update of the Adult After-Hours Telehealth Triage Guidelines consists of 434 active guidelines. There are 20 new guidelines and 414 updated prior active guidelines.



Medical and Surgical Specialty Clinics

All Clinics

- Infection Exposure Questions
- Information Only Call - No Triage
- IV Site and Other Symptoms
- Medication Question Call
- Medication Refill and Renewal Call
- No Contact or Duplicate Contact Call
- No Guideline Available
- Post-Hospitalization Follow-up Call
- Post-Op Incision Symptoms and Questions

Post-Op Symptoms and Questions

- Recent Medical Visit for Illness Follow-up Call
- Recent Medical Visit for Injury Follow-up Call

Medical Specialty Clinics

Allergy

Anaphylaxis
Eye - Allergy
Face Swelling
Hives
Immunization Reactions
Itching - Localized
Itching - Widespread
Lip Swelling
Nasal Allergies (Hay Fever)
Poison Ivy - Oak - Sumac

Anesthesiologist Assistant

Hallucinations

Behavioral and Mental Health

911 Symptoms
Accidental Exposure to Recreational (Street) Drug
Alcohol Use and Problems
Anxiety and Panic Attack
Bipolar Disorder (Manic Depression)
Confusion - Delirium
Cuts and Lacerations
Dementia Symptoms and Questions
Depression
Difficult Call
Domestic Violence
Eating Disorders Symptoms and Questions
E-Cigarettes and Vaping Symptoms and Questions
Elder or Vulnerable Adult Abuse
Hallucinations
Homicidal Threats or Attempts
Hospice - Agitation
Hospice - Anxiety and Panic Attack
Hospice - Caregiver Need for Support or Respite
Hospice - Confusion and Delirium
Information Only Call - No Triage
Insomnia
Marijuana Use and Problems
Medication Question Call
Medication Refill and Renewal Call
Opioid Use and Problems
Poisoning
Postpartum - Depression
Post-Traumatic Stress Disorder (PTSD)
Schizophrenia
Sexual Assault or Rape

Medical Specialty Clinics

Smoking - Tobacco Use and Problems
Substance Use and Problems
Suicide Concerns
Transgender Health Concerns and Questions
Weakness (Generalized) and Fatigue

Cardiology

Blood Pressure - High
Blood Pressure - Low
Chest Pain
Fainting
Heart Attack Post-Hospitalization Follow-up Call
Heart Failure on Treatment Follow-up Call
Heart Failure Post-Hospitalization Follow-up Call
Heart Rate and Heartbeat Questions
ICD and Pacemaker Symptoms and Questions
Leg Swelling and Edema
Post-Hospitalization Follow-up Call

Dermatology

Acne
Bluish Skin or Body Part (Cyanosis)
Cancer - Skin Symptoms and Questions
Cracked or Dry Skin
Hives
Itching - Localized
Itching - Widespread
Rash - Purple Spots or Dots
Rash - Widespread On Drugs
Rash or Redness - Localized
Rash or Redness - Widespread
Shingles (Zoster)
Skin Lesion - Moles or Growths
Skin Lump or Localized Swelling
Wound - Chronic and Negative Pressure
Wound Therapy
Wound Infection on Antibiotic Follow-up Call

Domestic Violence, Elder or Vulnerable Adult Abuse

Domestic Violence
Elder or Vulnerable Adult Abuse
Sexual Assault or Rape

Endocrinology

Diabetes - Foot Problems and Questions
Diabetes - High Blood Sugar
Diabetes - Low Blood Sugar

Medical Specialty Clinics

Family Planning

Abortion - Medication Induced Follow-up Call
Abortion - Surgical Procedure Follow-up Call
Contraception - Birth Control Pills - Combined
Contraception - Birth Control Pills - Progestin-Only Pills (POPs)
Contraception - Birth Control Shot Symptoms and Questions
Contraception - Emergency
Contraception - Implant Symptoms and Questions
Contraception - IUD Symptoms and Questions
Contraception - Transdermal Patch
Contraception - Vaginal Ring
Menstrual Period - Missed or Late

Gastroenterology

Abdomen Bloating and Swelling
Abdominal Injury
Abdominal Pain - Female
Abdominal Pain - Male
Abdominal Pain - Upper
Colonoscopy Symptoms and Questions
Constipation
Diarrhea
Diarrhea on Antibiotics
Eating Disorders Symptoms and Questions
Endoscopy (Upper GI) Symptoms and Questions
Feeding Tube Symptoms and Questions
Groin Injury and Strain
Hepatitis A Exposure
Hernia
Hiccups
Jaundice
Nausea
Ostomy Symptoms and Questions
Pinworms
Rectal Bleeding
Rectal Symptoms
Rectum - Foreign Body
Spinal Cord Injury - Constipation
Stools - Unusual Color
Swallowed Foreign Body
Swallowing Difficulty
Vomiting
Vomiting Blood
Weight Loss - Unintended
Worms - Other Than Pinworms

Medical Specialty Clinics

Hematology

Bruises
Pale Skin
Pregnancy - Pale Skin
Rash - Purple Spots or Dots
Sickle Cell Disease - Acute Pain Episode (Crisis)

Nephrology

Blood Pressure - High
Flank Pain
Leg Swelling and Edema
Pale Skin
Urinary Symptoms
Urine - Blood In
Weakness (Generalized) and Fatigue

Neurology

Coma
Concussion (mTBI) Less Than 14 Days Ago
Follow-up Call
Confusion - Delirium
Dizziness - Lightheadedness
Dizziness - Vertigo
Fainting
Head Injury
Headache
Muscle Jerks - Tics - Shudders
Neurologic Deficit
Seizure
Spinal Cord Injury - Constipation
Spinal Cord Injury - Headache
Spinal Cord Injury - Urinary Catheter
Symptoms and Questions
Traumatic Brain Injury More than 14 Days Ago
Follow-up Call
Vision Loss or Change

Medical Specialty Clinics

Oncology

911 Symptoms
Arm Swelling and Edema
Blood Pressure - Low
Breathing Difficulty
Cancer - Breathing Difficulty
Cancer - Constipation
Cancer - Diarrhea
Cancer - Fever
Cancer - Mouth Symptoms
Cancer - Nausea and Vomiting
Cancer - Skin Symptoms and Questions
Central Venous Catheter - Port Symptoms and Questions
Depression
Hair Loss
Leg Swelling and Edema
Medication Question Call
Mouth Symptoms
Mouth Ulcers
Ostomy Symptoms and Questions
Post-Hospitalization Follow-up Call
Recent Medical Visit for Illness Follow-up Call
Swallowing Difficulty
Weakness (Generalized) and Fatigue
Weight Loss - Unintended

Podiatry

Foot Injury
Foot Pain
Toe Injury
Toe Pain
Toenail - Ingrown
Toenail Fungal Infection - Diagnosed or Suspected

Pulmonology

Asthma Attack
Breathing Difficulty
Chest Pain
Choking - Inhaled Foreign Body
COPD Oxygen Monitoring and Hypoxia
COPD Post-Hospitalization Follow-up Call
Cough - Chronic
COVID-19 - Diagnosed or Suspected
COVID-19 - Persisting Symptoms Follow-up Call
Influenza (Flu) Follow-up Call
Influenza (Flu) Suspected
Oxygen Monitoring and Hypoxia
Pneumonia Follow-up Call
Pneumonia on Antibiotic Post-Hospitalization Follow-up Call
Respiratory Multiple Symptoms - Guideline Selection

Rheumatology

Ankle Pain
Ankle Swelling
Arm Pain
Elbow Swelling
Finger Pain
Foot Pain
Hand Pain
Hip Pain
Knee Pain
Knee Swelling
Muscle Aches and Body Pain
Shoulder Pain
Toe Pain
Wrist Swelling

Substance Use Counseling

Accidental Exposure to Recreational (Street) Drug

Alcohol Use and Problems

E-Cigarettes and Vaping Symptoms and Questions

Hallucinations

Marijuana Use and Problems

Opioid Use and Problems

Substance Use and Problems

Surgical Specialty Clinics

Dentistry

Dental Procedure Antibiotic Prophylaxis
Mouth Injury
Mouth Symptoms
Mouth Ulcers
Tooth Extraction
Tooth Injury
Toothache

General Surgery

Feeding Tube Symptoms and Questions
Hernia
Post-Op Incision Symptoms and Questions
Post-Op Symptoms and Questions
Post-Op Wound Drains and Tubes -
Symptoms and Questions
Wound - Chronic and Negative Pressure
Wound Therapy
Wound Infection on Antibiotic Follow-up Call

Gynecology

Abdominal Pain - Female
Abdominal Pain - Menstrual Cramps
Breast Symptoms
Contraception - Birth Control Pills - Combined
Contraception - Birth Control Pills - Progestin-
Only Pills (POPs)
Contraception - Birth Control Shot Symptoms
and Questions
Contraception - Emergency
Contraception - Implant Symptoms and
Questions
Contraception - IUD Symptoms and Questions
Contraception - Transdermal Patch
Contraception - Vaginal Ring
Genital Injury - Female
Menopause Symptoms and Questions
Menstrual Period - Missed or Late
Pelvic Pain - Female
Post-Op Incision Symptoms and Questions
Post-Op Symptoms and Questions
Pubic Lice
Pubic Lice Exposure
Sexual Assault or Rape
STI Exposure
STI Guideline Selection
STI Questions
Transgender Health Concerns and Questions
Vaginal Bleeding - Abnormal
Vaginal Bleeding - Postmenopausal
Vaginal Discharge
Vaginal Foreign Body
Vaginal Symptoms
Vulvar Symptoms

Surgical Specialty Clinics

Obstetrics

Abortion - Medication Induced Follow-up Call	Pregnancy - Fall
Abortion - Spontaneous Miscarriage Follow-up Call	Pregnancy - Fever
Abortion - Surgical Procedure Follow-up Call	Pregnancy - Headache
Abortion - Threatened Miscarriage Follow-up Call	Pregnancy - High Blood Pressure
Genital Injury - Female	Pregnancy - Infection Exposure Questions
Postpartum - Abdominal Pain	Pregnancy - Itching
Postpartum - Breast Pain and Engorgement	Pregnancy - Labor
Postpartum - Breastfeeding Guideline Selection	Pregnancy - Labor - Preterm
Postpartum - Constipation	Pregnancy - Leg Pain
Postpartum - C-section Incision Symptoms	Pregnancy - Leg Swelling and Edema
Postpartum - C-section Symptoms	Pregnancy - Morning Sickness (Nausea and Vomiting of Pregnancy)
Postpartum - Depression	Pregnancy - Pale Skin
Postpartum - Episiotomy or Vaginal Laceration Symptoms	Pregnancy - Rectal Symptoms
Postpartum - Fever	Pregnancy - Rupture of Membranes Suspected
Postpartum - Headache	Pregnancy - Seizure
Postpartum - High Blood Pressure	Pregnancy - Urination Pain
Postpartum - Leg Pain	Pregnancy - Vaginal Bleeding Greater Than 20 Weeks EGA
Postpartum - Leg Swelling and Edema	Pregnancy - Vaginal Bleeding Less Than 20 Weeks EGA
Postpartum - Pale Skin	Pregnancy - Vaginal Discharge
Postpartum - Urination Pain	Pregnancy - Vision Loss or Change
Postpartum - Vaginal Bleeding and Lochia	Pregnancy - Vulvar Symptoms
Postpartum - Vision Loss or Change	Pubic Lice
Pregnancy - Abdomen Injury	Pubic Lice Exposure
Pregnancy - Abdominal Pain Greater Than 20 Weeks EGA	Sexual Assault or Rape
Pregnancy - Abdominal Pain Less Than 20 Weeks EGA	STI Exposure
Pregnancy - Back Pain	STI Guideline Selection
Pregnancy - Constipation	STI Questions
Pregnancy - Decreased or Abnormal Fetal Movement	Zika Virus Exposure

Surgical Specialty Clinics

Ophthalmology

Eye - Allergy
Eye - Chemical In
Eye - Foreign Body
Eye - Pus or Discharge
Eye - Redness
Eye Injury
Eye Pain and Other Symptoms
Vision Loss or Change

Orthopedic Surgery

Cast Symptoms and Questions
Post-Op Incision Symptoms and Questions
Post-Op Symptoms and Questions
Post-Op Total Hip Replacement Follow-up Call
Post-Op Total Knee Replacement Follow-up Call
Post-Op Wound Drains and Tubes - Symptoms and Questions
Splint Symptoms and Questions

Otolaryngology

Ear - Congestion
Ear - Discharge
Ear - Foreign Body
Ear - Otitis Externa Follow-up Call
Ear - Otitis Media Follow-up Call
Ear - Swimmer's
Ear Injury
Earache
Earwax
Hearing Loss or Change
Mouth Injury
Mouth Pain
Mouth Symptoms
Mouth Ulcers
Nasal Allergies (Hay Fever)
Nose - Foreign Body
Nose Injury
Nosebleed
Post-Op Tonsil and Adenoid Surgery
Tinnitus
Tracheostomy Symptoms and Questions

Urology

Flank Pain

Genital Injury - Female

Genital Injury - Male

Kidney Stone Follow-up Call

Penis and Scrotum Symptoms

Scrotum Pain

Scrotum Swelling

Spinal Cord Injury - Urinary Catheter
Symptoms and Questions

Urinalysis Results Follow-up Call

Urinary Catheter (e.g., Foley) Symptoms and
Questions

Urinary Symptoms

Urinary Tract Infection on Antibiotic Follow-up
Call - Female

Urinary Tract Infection on Antibiotic Follow-up
Call - Male

Urination Pain - Female

Urination Pain - Male

Urine - Blood In