

PAEDIATRIC MEDICAL TRIAGE LINE



ROYAL HOSPITAL FOR CHILDREN



Telephone Triage Staffed by Senior Paediatric Staff



9AM to 9pm Monday to Sunday



Please use for all Acute Medical Paediatric Referrals

(Routine outpatient referrals should still be via SCI Gateway)



Accessible via the Consultant Connect smartphone app (recommended) or

Contact RHC switchboard and ask for 'Paediatric Medical Triage'

Paediatric Medical Triage – Royal Hospital for Children

This service was introduced at the start of the pandemic, the key aims of this service are to:-

- Provide primary care with easily accessible telephone advice between 9am and 9pm* seven days per week from a senior paediatrician
- Provide early senior paediatrician input into decisions around the need for children to attend the hospital acutely
- Help stream patients efficiently into appropriate services within RHC (for example rapid access clinic appointments)

This service is delivered by senior paediatric medical registrars or consultants for 12 hours each day of the week. We request that all acute medical referrals are made through this service. Outpatient referrals should continue to be made via SCI gateway referral process. Primary care clinicians looking for advice with regard to either acute management or need for outpatient referral of patients can contact this service to discuss cases. This service is available to staff working with NHS 24.

*Activity will be monitored and we may reduce to a 5pm or 6pm service if evening calls continue to be low

Referral Process

- Please contact this service when you wish to make an acute medical referral to or discuss a patient with the General Paediatric team at the RHC
- We strongly recommend use of the smartphone app Consultant Connect – use of this app will ensure calls are answered more promptly. Access to this app is free for all GGC health board practices
- If not able to use consultant connect, please contact RHC switchboard (0141 201 0000) and ask to be put through to “Paediatric Medical Triage”
- Please do not advise children to attend acutely without first calling the triage service to discuss
- Please have the CHI number and name for each patient you are hoping to refer as we will ask you for this information
- This service is available at weekends and we would encourage GP out of hours teams to utilise this
- Overnight calls will not routinely be answered by a doctor and thus you will need to ask to speak to one if you are looking for advice