



Patient Management: *Clinician Call Back System*

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content:	Signs of Clinical Urgency

Overview

It is essential that a receptionist or contraceptive counselor answering a clinician call back line understands when a patient is having an urgent situation that requires immediate clinician assistance. In CHOICE, staff answering the phone would locate an on-duty clinician and have him/her take the call if the patient was having any of the following issues:

- Currently hospitalized with method-related problem
- Excessive vaginal bleeding (saturating >1 pad per hour)
- Fever after IUD or implant insertion
- Severe redness at implant insertion site
- Severe pelvic pain (patient cannot get out of bed or move)
- ACHES (*for Pill, Patch and Ring users*)
 - (A) severe abdominal pain
 - (C) severe chest pain
 - (H) severe headaches
 - (E) severe extremity (leg/arm) pain
 - (S) changes in sight