

## Telephone triage for serious infection in children

Hi Mrs Jones. Would you mind just confirming Justin's date of birth for me? Tell me a little bit more about Justin....and how he has been?....since when?.....please tell me more...

Would you mind me asking:

### RFQs

- How is his breathing?
- Does he have a rash? What is the rash like? Does it fade when you press it and separate your fingers? (or does it go pale when you press on it using a glass?)
- Is his colour normal?
- Is he acting normally? Is he moving his neck freely? And is he shy of the light?
- Does he have a fever?
- Are you worried that he might have a really serious infection?

It's hard to tell for sure on the phone, but things don't sound too serious for now.

Please bring him straight down to the surgery. I will see him as soon as you arrive. I'll let my staff know that you're coming. (Perhaps you could give him a dose of paracetamol or ibuprofen if you have some handy. Otherwise he can have a dose after he sees me.)