



**GOVERNMENT OF KERALA**

**Abstract**

Health & Family Welfare Department – Operational guidelines for the implementation of Triage system in all Emergency Departments across the State of Kerala - Orders issued.

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**DEPARTMENT**

**G.O.(Rt)No.998/2020/H&FWD** Dated,Thiruvananthapuram,  
02/06/2020

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Read 1

G.O. (Rt.) No. 1047/2018/ H&FWD dated 28/03/2018.

2

Letter No. MSP3-21123/2019/DHS dated 03/12/2019 from the Director of Health Services, Thiruvananthapuram.

**ORDER**

Triage is a critical and necessary component of Emergency Department care. Triage is the prioritization of patient care based on illness / injury, severity, prognosis and resource availability. It identifies patients needing immediate resuscitation; assigns patients to a predesignated patient care area, thereby prioritizing their care; and initiates diagnostic / therapeutic measures as appropriate. As per Government Order read above, sanction was accorded for the implementation of Triage System in all General Hospitals / District Hospitals / Taluk Hospitals / Taluk Head Quarters Hospitals and Community Health Centres. Now, as per letter read above, the Director of Health Services has submitted a proposal along with guidelines for implementation of the

scheme in the above institutions.

2. Government have examined the matter in detail and decided to implement the above scheme in all Emergency Departments across the State subject to the following guidelines :-

1. All Emergency Departments shall maintain a Triage Desk and Triage Area.
2. The Nursing Superintendent / Head Nurse in charge of the Emergency Department shall post a Staff Nurse trained in Triage at the Triage Desk.
3. The Staff Nurse at the Triage Desk shall perform a systematic Triage of all the patients attending the Emergency Department & categorize them into appropriate triage categories and guide them to the respective patient care areas.
4. The details of Triage of each patient shall be recorded in the prescribed Triage Format. (Proforma is appended to this order)
5. The Staff Nurse shall notify the Doctor on Duty about the Triage category of each patient.
6. All Green category patients in the waiting area shall be allotted a token number and shall be examined by the doctor on duty in a Queue system.
7. The Staff Nurses / Interns / Residents posted in Red, Yellow and Green areas shall Re-Triage the patients in the respective areas periodically as appropriate and inform the Doctor on Duty.
8. The Doctor on Duty shall conduct periodic rounds in each patient care area and ensure timely referral, admission or discharge of the patients as appropriate.
9. The Doctor on Duty after initial assessment and stabilisation shall initiate transfer of patients requiring referral to higher centres as per the referral protocol.

10. The Doctor on Duty shall ensure that no patient is retained in the Emergency Department for more than 24 hours after reporting to the Triage Desk.
11. The Nursing Superintendent / Head Nurse in charge of the Emergency Department shall collect the duly filled Triage forms and submit it daily to the Medical Records Library.
12. The Institution shall maintain registers for the same.
13. A Consolidated Report shall be maintained in the Institution and forwarded to the Director of Health Services / Director of Medical Education through the Medical Officers in charge, every month.

(By order of the Governor)  
**RAJAN NAMDEV KHOBRADE**  
**PRINCIPAL SECRETARY**

To:

The Director of Health Services, Thiruvananthapuram (She is directed to publish in the Website of DHS also)

The Director of Medical Education, Thiruvananthapuram (She is directed to publish in the Website of DME also)

The Principals of all Government Medical Colleges (through DME)

The Superintendents of all Government Medical Colleges (through DME)

The District Medical Officers (through DHS)

The Principal Accountant General (Audit), Kerala, Thiruvananthapuram

The Accountant General (A&E), Kerala, Thiruvananthapuram

Information & Public Relations Department (Web & New Media)

Stock File/Office Copy

Forwarded /By order

Section Officer

Copy to :

The PS to Minister (Health, Social Justice and Women & Child  
Development)

The PS to Principal Secretary, Health & Family Welfare Department