

# FT Greely Triage Matrix

Type of Care	Definition	Primary Care Manager Role	Examples
<b>Emergency</b>	A serious medical condition that the average person would consider to be a threat to life, limb, sight or safety.	<b>Call 911 now</b>	No pulse, severe bleeding, spinal cord injury, chest pain, broken bone, inability to breath.
<b>Urgent</b>	Urgent care services are medically necessary services required for an illness or an injury that would NOT result in further disability or death if NOT treated immediately, but does require professional attention within 24 hours.	<b>During normal duty hours, call 361-4000. Or present to the aid station in BLDG 661</b>  <b>After normal duty hours, call the on-call medic at 304-3465</b> Medic will connect you with Dr. Andreassen for an encounter.	Minor cuts, migraine headache, urinary tract infection, sprain, earache, rising fever.
<b>Routine</b>	Routine (primary) care is general health care, and includes general office visits. Routine care also includes preventative care to help keep you healthy.	<b>Call 361-4000</b> You will receive most of your routine care from your PCM.  Need to leave a message for your provider during normal duty hours? <b>Call 873-4975</b>	Treatment of symptoms, chronic or acute illnesses, and diseases, continuing care for ongoing medical conditions.
<b>Specialty</b>	Specialty care consists of specialized medical services provided by a specialist. Specialty care providers offer treatment that your PCM cannot provide.	Your PCM will refer you to another health care provider for care he or she cannot provide.	Cardiology, dermatology, gastroenterology, obstetrics.