

# Call Prioritization Index (CPI v2)

Table – Acuity Matrix

	Acuity Rating	Title	Description	Examples	Service Representative Action	Service Rep RED FLAG	Time from Service Rep to Triage Nurse
	1	<b>Life-Threatening</b>	Life-Threatening Symptom, Injury, or Condition	Choking; not breathing; cardiac arrest; gun shot wound; coma; suicide attempt.	<ul style="list-style-type: none"> <li>- Call EMS 911, or</li> <li>- In limited circumstances, immediate (hot) transfer to triage nurse, depending on call center policy.</li> <li>- Obtain caller demographics per call center policy</li> </ul>	Yes	Seconds
	2	<b>High Risk</b>	High Risk (potential for morbidity or mortality) Symptom, Injury, or Illness.	Breathing difficulty, asthma attack, chest pain in an adult, seizure, suicidal ideation, accidental poisoning-overdose, localized weakness (R/O stroke), fever in a newborn (< 3 months old); neck injury; abdominal injury; head injury with LOC; altered mental status; hypoglycemia; vaginal bleeding in the third trimester; arm or leg injury with definite deformity.	<ul style="list-style-type: none"> <li>- Immediate (hot) transfer to triage nurse OR place in Triage Queue, depending on call center policy.</li> </ul>	Yes	5 Minutes
	3	<b>Moderate Risk or Complex</b>	Moderate Risk Symptom, Injury, or Illness; or Problem with Moderate Complexity (i.e., will likely require emergent or urgent medical testing and treatment)	Abdominal pain; dizziness; decreased fetal movement; pale skin; headache; chest pain in a child; fever and over 60 years old; vaginal bleeding; weakness; pregnancy-labor or rupture of membranes. Multiple injuries and more serious mechanisms of injury.	<ul style="list-style-type: none"> <li>- Place in Triage Queue</li> </ul>		15 Minutes
	4	<b>Low Risk</b>	Low Risk or a Symptom, Injury, or Illness; or Problem with Low Complexity (i.e., may require limited testing like UA, extremity x-ray; may require minor procedure like simple suturing)	Ankle injury and minor extremity injuries; fever in otherwise healthy child or adult; nosebleed; sore throat; cough; runny nose; sinus pressure; small laceration needing stitches; abrasions; bruises; insect bite;	<ul style="list-style-type: none"> <li>- Place in Triage Queue</li> </ul>		30 Minutes
	5	<b>No Symptoms; Health Information Call</b>	Patient is asymptomatic or has question about clearly benign diagnosis. Health Information Call.	Health information (medications, diagnoses); physician referral; prescription refills.	<ul style="list-style-type: none"> <li>- Place in Triage Queue</li> </ul>		60 Minutes