

Specialty Clinic Index

Office Hours Telehealth Triage Guidelines | Pediatric | 2025



Inclusion Criteria: The list for each specialty clinic only includes the pediatric telehealth protocols most commonly used by that specialty.

All Specialty Clinics

All Clinics

- Chronic or Complex Diseases
- Infection Exposure Questions
- Information Only Call - No Triage
- Medication - Refusal to Take
- Medication Question Call
- No Protocol Available
- Recent Medical Visit For Illness Follow-up Call
- Recent Medical Visit For Injury Follow-up Call

Allergy

- Anaphylaxis
- Eye – Allergy
- Food Allergy - Diagnosed
- Hives
- Nasal Allergies (Hay Fever)

Behavioral Health

- Behavior Problems (Age 1-5)
- Crying - 3 Months and Older
- Eating Problems of Childhood
- Habit Problems of Childhood
- Sleep Problems - Child Sleeps in a Bed
- Sleep Problems - Child Sleeps in a Crib
- Sleep Problems - Parasomnias and Nightmares
- Toilet Training Problems

All Specialty Clinics

Cardiology

Chest Pain
Fainting
Heart Rate and Heart Beat Questions
Obesity or Overweight

Child Abuse

Child Abuse Suspected
Sexual Abuse Suspected

Dermatology

Acne
Eczema Follow-up Call
Hives
Rash – Widespread On Drugs
Rash or Redness - Widespread
Warts

Family Planning

Contraception - Birth Control Pills
Contraception - Birth Control Shot (Depo)
Contraception - Emergency
Contraception - Implant
Contraception - IUD

Gastroenterology

Abdominal Pain – Female
Abdominal Pain – Male
Constipation
Feeding Tube Questions
Rectal and Anus Symptoms
Spitting Up (Infant Reflux)
Stools – Blood In
Stool – Soiling (Encopresis)
Swallowed Foreign Body
Vomiting without Diarrhea

Mental Health

Aggressive and Destructive Behavior
Anxiety and Panic Attack
Attention Deficit Hyperactivity Disorder (ADHD)
Depression
Domestic Violence (Mother Abuse)
Homicidal Threats or Attempts
Postpartum Depression
Suicide Concerns

Nephrology

Eyelid Swelling
Urination – All Other
Symptoms Urine – Blood In

Neurology

Concussion
Head Injury
Headache
Muscle Jerks - Tics - Shudders
Neurologic Deficit
Seizure With Fever
Seizure Without Fever
Spells

All Specialty Clinics

Pulmonology

Asthma

Chest Pain

Choking - Inhaled Foreign Body

Cough

Croup

Wheezing - Other Than Asthma

Rheumatology

Arm Pain

Leg Pain

Substance Use Counseling

Substance Use and Problems

Surgical Specialty Clinics

Dentistry

Tooth Injury

Toothache

General Surgery

Hernia - Umbilical

Gynecology

Genital Injury - Female

Menstrual Cramps

Menstrual Period – Missed or Late

Ophthalmology

Eye – Chemical In

Eye – Foreign Body

Eye Injury

Tear Duct Blocked

Orthopedic Surgery

Cast Symptoms and Questions

Injury Guidelines for Extremity Sites

Splint Symptoms and Questions

Otolaryngology

Ear - Discharge

Ear – Foreign Body

Earache

Ear Injury

Mouth Injury

Nose – Foreign Body

Nose Injury

Urology

Circumcision Problems

Genital Injury - Male

Penis-Scrotum Symptoms – After Puberty

Penis-Scrotum Symptoms – Before Puberty

Scrotum Swelling or Pain

Urination – All Other Symptoms

Urine – Blood In

Urine – Wetting (Enuresis)