

A common
language across
healthcare

What to do...

when a care home calls

Information for receptionists

NEWS is a scoring system that shows how unwell a resident is. The higher the number, the sicker the person is likely to be.

Score	Suggested actions to alert clinician	Suggested response times
0-1	non-urgent enquiry, will require clinical triage within 24 hours - add to duty list for the day	24
2	target for clinical review (telephone or face to face) within 6 hours – add to telephone appointments (same morning/same afternoon)	6hrs
3-4	target of clinical review (telephone or face to face) within 2 hours – appropriate to be notified as priority request to duty clinician.	2hrs
5-6	priority review indicated – appropriate to speak with duty clinician directly with request to contact home at next consultation slot.	15mins
7	immediate clinical review indicated – appropriate to transfer call directly to clinician	!NOW!