



## CICS Service **SPOTLIGHT**

### TRIAGE TEAM AT CICS

We at CICS understand how frustrating it can be to have to wait long periods of time for appointments or, even worse, be placed on a waiting list to be seen for an evaluation.

In an effort to be highly responsive to the needs of our clients, CICS has assembled a Triage Team. Having this team allows new and existing patients who have an urgent need to be seen within 72 hours of contact. No same day appointments will be made. An urgent need is one with an identified sense of urgency but not in crisis. Patients in crisis – where a situation poses risk of safety or injury – will be directed to the hospital emergency room.



The purpose of a Triage appointment is to provide support until an intake or standard appointment can be scheduled. This appointment is not to assess, diagnose or treat, nor does it replace a standard appointment. It simply allows the patient to be seen by a professional who can provide support to them in a timely manner under urgent circumstances until the patient can be seen for a more formal, thorough evaluation. At the appointment, if the team determines that the patient requires services other than what CICS provides, the team will refer the patient to an appropriate facility.

To request a Triage appointment, please call CICS at 610-770-1800. Triage appointment requests cannot be made through our web site or via email. New patients calling CICS will be asked the following information: name of child, date of birth, parent/guardian name, phone, email, mailing address and insurance information. Please be sure to have that information available when calling. New patient forms are accessible on the CICS website at [www.everychildeverytime.com](http://www.everychildeverytime.com) and must be filled out in their entirety before the appointment and brought to the visit.