

## Using the NYC Shelter Nurse First Line

**833-717-7117**

The Nurse First triage line provides immediate access to a Registered Nurse to advise on non-emergency medical conditions. It is available to staff and clients at select shelter 24/7 and is free of charge.

### Guidance for use:

- When a client presents with a non-life-threatening condition, ask them if they would like to call the nurse triage line (see list below). **For any life-threatening emergencies, call 911 immediately**
- If the client would prefer to call 911 immediately, help them do so
- Always try to include the client in the conversation so the nurses can hear directly from the client (clients can also call the line themselves, without staff assistance)

Disinfect all equipment used – tablets, thermometers, and pulse oximeters – between clients.

Calling this line does not change or replace existing DHS requirements (e.g., critical incident reporting).

**For suspected COVID-19 cases:** Nurses can advise whether a client requires isolation based on DHS protocols. If isolation is recommended, staff should follow existing protocols to request an isolation unit.

Call Nurse First line if resident has....	Call 911 if resident has ...
<p><b>Non-life-threatening conditions, such as:</b></p> <ul style="list-style-type: none"><li>• Injury<ul style="list-style-type: none"><li>○ Sprains &amp; strains, muscle and joint pain (including minor back pain)</li><li>○ Minor fractures &amp; dislocations (bone does not break through skin)</li><li>○ Cuts, scrapes, wounds &amp; lacerations</li><li>○ Minor burns</li><li>○ Items lodged in body (e.g., beads, splinters)</li><li>○ Insect bites and tick bites</li></ul></li><li>• Illness<ul style="list-style-type: none"><li>○ Fever</li><li>○ Sore throat &amp; strep throat</li><li>○ Swollen salivary glands, or pain chewing/swallowing</li><li>○ Cough, cold, flu, &amp; sinus infections</li><li>○ Nausea, diarrhea, vomiting &amp; stomach flu</li><li>○ Rashes, skin infections, and abscesses</li><li>○ Headaches and migraines</li><li>○ Mild, long-term wheezing &amp; asthma</li><li>○ Ear infections, earaches &amp; wax removal</li></ul></li><li>• Other symptoms<ul style="list-style-type: none"><li>○ Nose bleeds</li><li>○ Eye irritations, redness, pink eye, or scratched cornea</li><li>○ Urinary tract infections</li><li>○ STD concerns</li></ul></li></ul>	<p><b>All serious life-threatening emergencies such as:</b></p> <ul style="list-style-type: none"><li>• Injury<ul style="list-style-type: none"><li>○ Fractures where bone breaks through skin</li><li>○ Serious injuries to the head, neck, or back</li><li>○ Limb swelling, changing color, or in pain</li><li>○ Deep knife wounds</li><li>○ Serious burns</li><li>○ Heavy, uncontrollable bleeding</li><li>○ Motor vehicle accidents</li></ul></li><li>• Acute incident<ul style="list-style-type: none"><li>○ Chest pain</li><li>○ Difficulty breathing / shortness of breath</li><li>○ Stroke symptoms (vision loss, numbness, weakness, slurred speech, or confusion)</li><li>○ Disorientation, dizziness, or difficulty speaking</li><li>○ Very severe headaches</li><li>○ Convulsions and seizures</li><li>○ Loss of consciousness</li><li>○ Fever in a newborn</li><li>○ Asthma attacks or severe allergic reactions</li><li>○ Severe abdominal pain</li><li>○ Blood from coughs, urine, or stools</li><li>○ For pregnant women, symptoms such as bleeding, vomiting, headaches, abdominal pain, or visual disturbances</li></ul></li><li>• Behavioral health<ul style="list-style-type: none"><li>○ Mental health crisis</li><li>○ Suicidal ideation or behaviors</li><li>○ Drug overdose or poisoning</li></ul></li></ul>