**Telephone Triage – Covid-19**

**Role Play Cases with Reflections**

*Clinician*

**Case 4 – 3 year old child with sunburn**

Setting; OOH Tuesday 20.00

Patient; Jeffrey Bellings, 3 yrs

Contact: Mum

Triage information ‘Sunburnt’

***Sit back to back (use a mobile phone as a prop if you wish)***

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*Patient*

**Case 4 – 3 year old child with sunburn**

Setting; OOH Tuesday 20.00

Patient; Jeffrey Bellings, 3 yrs

Contact: Mum

Triage information ‘Sunburn blistering, mum concerned’

***Sit back to back (use a mobile phone as a prop if you wish)***

*Further information;*

Mum called around 18.30 because she was worried about her sons ears which had got sun burnt in the garden today.

She noticed they were red at teatime but when bathing him noticed they were forming small blisters.

Wasn’t sure what to do so called 111.

Normally has longer hair but because can’t get to the hairdressers she has shaved his head so ears probably not been in the sun before.

Did apply suncream and rest of him is ok but ‘clearly didn’t apply frequently enough to the ears’.

He’s now asleep in bed.

Well otherwise.

Not complaining of pain, not given any calpol.

Eating and drinking normally and PUing and BO normally.

Never been sun burnt before. Fair skin, dark hair.

PMH

Nil

DH

Nil. NKDA.

Imms – Fully UTD.

SH

Lives with Mum, Dad and older sister (5). All well, not isolating but social distancing, parents working from home. Normally attends local nursery and sister at school.

No social worker allocated to the family.

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*Discussion Prompts*

**Case 4 – 3 year old child with sunburn**

Points for discussion

* Do you need to see this child?
* Other than the burn, what else do you need to consider in this case?

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*Discussion Prompts with reflections (not exhaustive)*

**Case 4 – 3 year old child with sunburn**

Points for discussion

* Do you need to see this child? *Probably not, but if you were concerned in any way then you could arrange video consultation to view the rash / child. Given asleep perhaps not appropriate for that night and, if concerned, could advise that Mum calls own surgery tomorrow to do video when child awake and notify surgery to chase up if Mum doesn’t.*
* Other than the burn, what else do you need to consider in this case? *Safeguarding. Sun burn can be a sign of neglect in some circumstances. In this case there is a lot that can reassure you that this is not a primary concern – Mum phoned in a timely manner, gave an explanation of how it had happened and reflected herself that she should have applied more cream, never been burnt before, doesn’t have a social worker. It may be prudent to check Emis records to ensure no safeguarding concerns and document this as a negative including ‘no safeguarding concerns’ to demonstrate that you have considered it. If however you did have concerns then clearly action would need to be taken.*

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