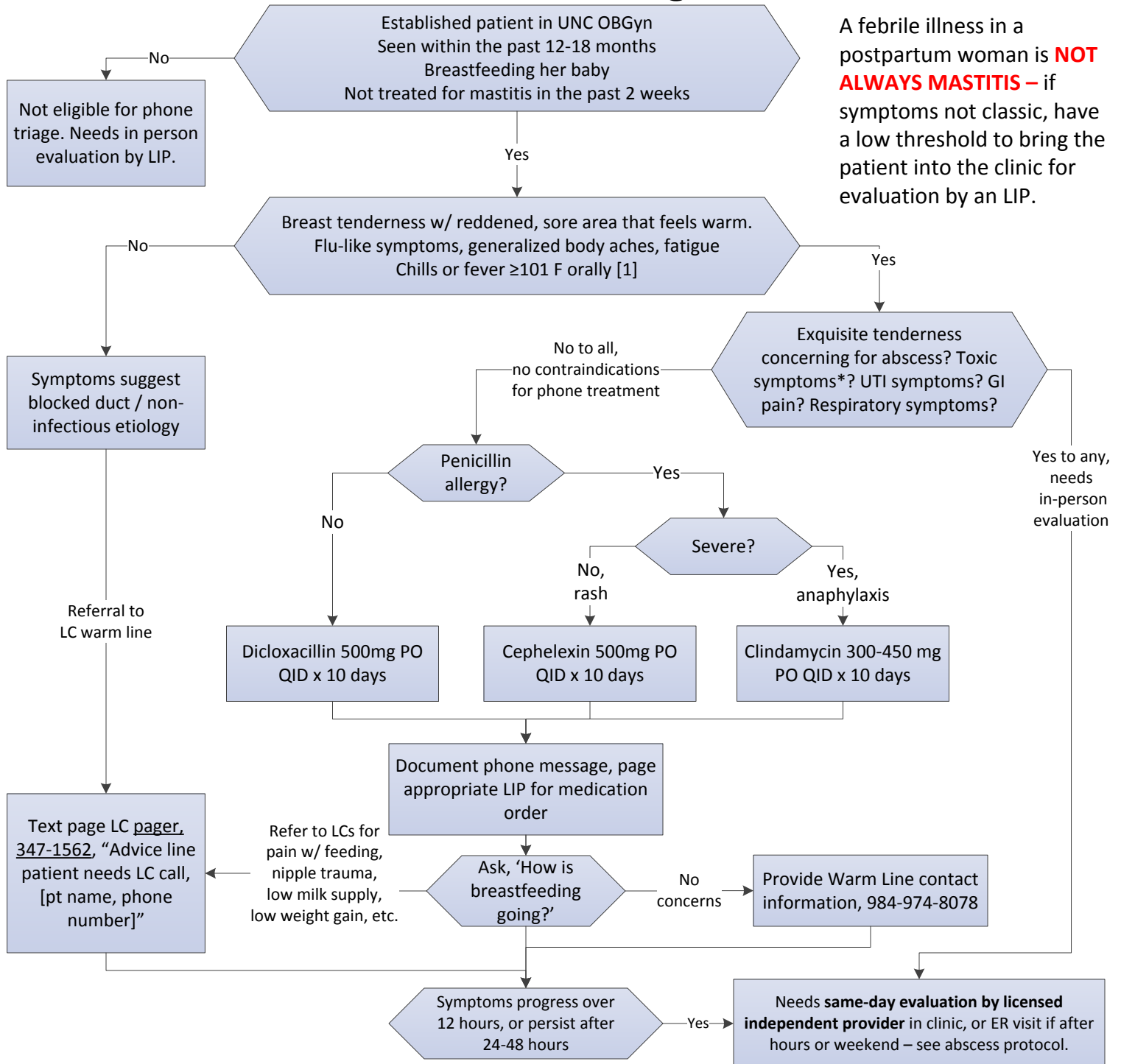


UNC OB Nurse Mastitis Phone Triage Protocol



Counseling and Education

- Counsel patient that symptoms should improve in 24 to 48 hours. If symptoms progress after 12 hours or persist after 24-48 hours, she should be seen in clinic by the appropriate licensed independent provider, or come to the ER if after hours or weekend for evaluation.
- For pain and fever, recommend: Acetaminophen 650 mg q4-6 hours (maximum 3500 mg /day) and/or Ibuprofen 600 mg q6h
- Review mastitis supportive care: “Rest, fluids, empty the breast.” No risk to infant continuing breastfeeding during infection, risk to mom with abrupt weaning. Nurse / pump every 2-3 hours. Suggest warm (not hot) compress or soaks before nursing, massaging tender area toward nipple w/ feeds to help relieve blocked ducts.

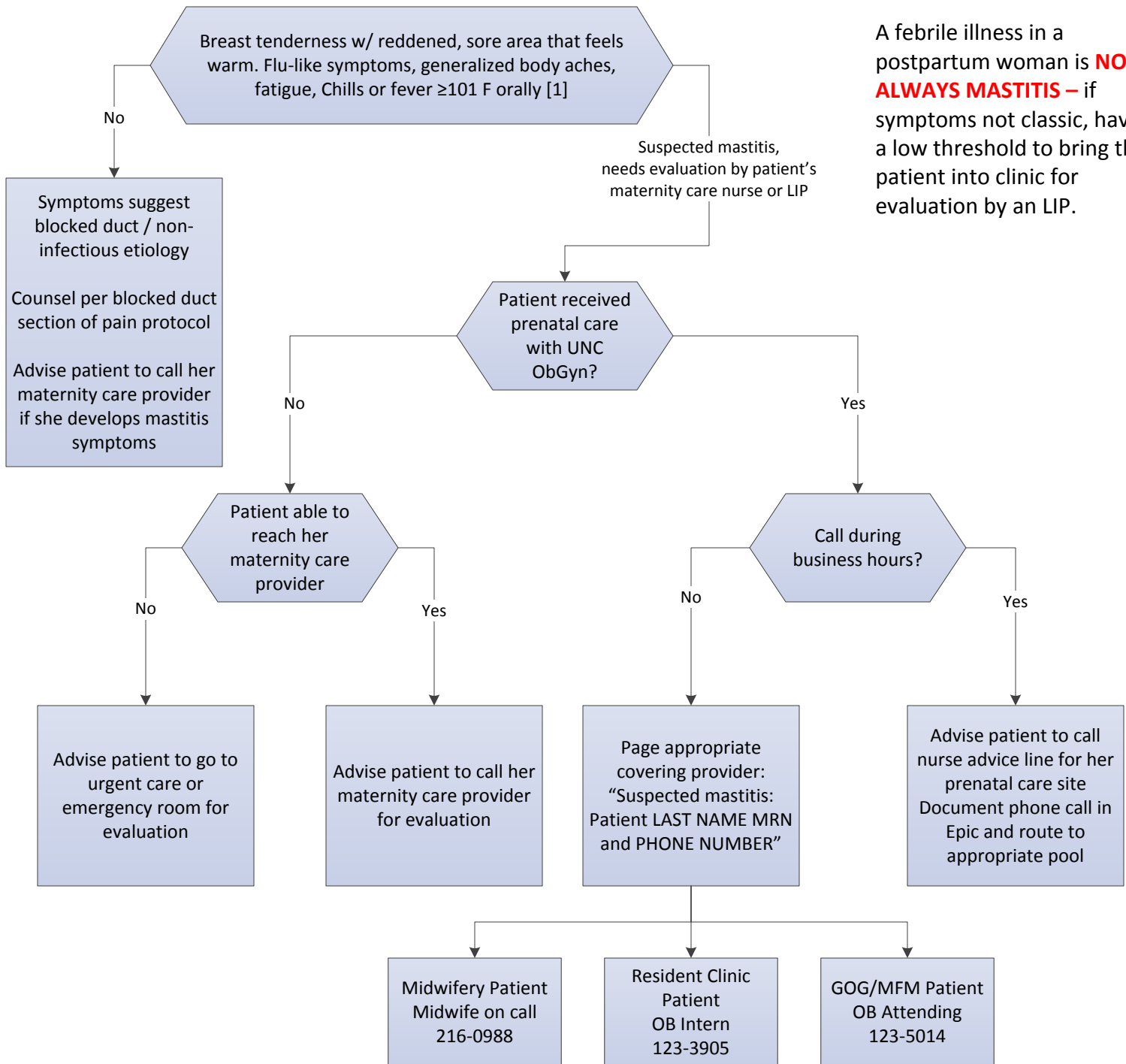
***Toxic Symptoms:** Unable to tolerate PO, dizzy/lightheaded w/ ambulation, chills, rigors, T >39 C, worrisome based on clinical judgement

Documentation and Medication Order

- Document patient symptoms that initiated treatment and counseling in telephone message – SmartPhrase .lactmastitisphone
- Page covering LIP: **Resident Clinic Attending, Midwife on Call, OB Intern, or Faculty Attending**
- Route telephone message to appropriate LIP to enter medication order in Epic

Lactation Warm Line Mastitis Phone Triage Protocol

A febrile illness in a postpartum woman is **NOT ALWAYS MASTITIS** – if symptoms not classic, have a low threshold to bring the patient into clinic for evaluation by an LIP.



UNC ObGyn Site

Rex MFM
UNCH MFM
Vilcom MFM
Weaver Crossing ObGyn
OB Residents

Nurse Advice

919-784-6427
984-974-8183
984-215-5001
984-974-9473
984-974-8179

InBasket Pool

P UNC MATERNAL FETAL MEDICINE RALEIGH CLINICAL STAFF [2100000393]
P UNC MFM CLINIC B CLINICAL STAFF [2100000110]
P UNC MATERNAL FETAL MEDICINE AT VILCOM CENTER CLINICAL STAFF [2100000838]
P UNC GOG WEAVER CROSSING CLINICAL STAFF [2100000168]
P UNCH WSS CLINICAL POOL [2100000906]

Panther Creek ObGyn Route to Weaver Crossing