



# Značaj i rad timske sestre/tehničara sa izabranim lekarom u primarnoj zdravstvenoj zaštiti

## Significance and work of the team nurse/technician with the chosen doctor in primary health care

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### Apstrakt

Timska sestra/tehničar izabranog lekara u primarnoj zdravstvenoj zaštiti ima ključnu ulogu u komunikaciji zdravstvene službe i pacijenata jer je ona uglavnom prva osoba iz zdravstvene službe sa kojom se sreću korisnici zdravstvene zaštite. Zato je posao timske sestre/tehničara i najteži, jer mora u kratkom vremenskom roku dati pravilne informacije pacijentu, izvršiti trijažu, spremati medicinsku dokumentaciju u vidu zdravstvenog kartona, elektronskog kartona, izvršiti zakazivanje pacijenata, odraditi deo kad pacijent izađe od lekara i na kraju sve kartone uložiti na mesto i završiti neophodnu papirologiju (protokol, smtovnice, prijave bolesti...).

Timska sestra/tehničar mora neprestano da vrši trijažu prisutnih pacijenata i po potrebi obavestiti lekara o neophodnosti prijema ili hitnog prijema ugroženog pacijenta. Sestra mora da vodi računa i o zakazanim pacijentima, ali i o pacijentima drugih lekara koji su u odsustvu a pokriva ih njen lekar. Ukoliko uzmemo u obzir da izabrani lekar treba da pregleda do 36 pacijenata u toku dana, timskoj sestri/tehničaru to treba da bude brojka o kojoj treba voditi računa, jer ukoliko se uradi više od tog broja, lekar će se smatrati ne kvalitetnim i biće i lekaru i sestri smanjena kapitaciona ocena za kvalitet a samim tim i plata. Isto tako se ne sme dogoditi da nekom pacijentu bude ugroženo zdravlje ili život na bilo koji način. Timska sestra ima važnu ulogu i u zdravstveno vaspitnom radu, od ličnog primera, preko razgovora sa pacijentima, pozivanja pacijenata na sistemat-ske i druge preventivne preglede, kao i vođenja računa o administraciji tih pregleda, da bi ti pregledi podigli kapitacionu ocenu i lekaru i timskoj sestri.

### Abstract

The team nurse/technician of the chosen doctor in primary health care has a crucial role in the communication between the health service and patients because they are usually the first to be met by the health care users. That is why the job of a team nurse/technician is the most difficult because they have to give the correct information to the patient in a short time, perform triage, save medical documentation in the form of the health record, and electronic record. They also have to make the appointments, do the procedure after the doctor's appointment, put the records in place and complete the necessary paperwork (protocol, death certificate, disease reports...).

The team nurse/technician must continuously perform triage and, if necessary, inform the doctor about the necessity of admission or urgent admission of the endangered patient. The nurse must take care of the scheduled patients, but also the patients of other doctors who are absent and are covered by the doctor they are working with. Considering that the chosen doctor should examine up to 36 patients during the day, the team nurse/technician should be cautious of that number because in case they examine more than 36 patients, the doctor will not be considered quality enough, and the capitation rating for quality for both doctor and nurse will be reduced as well as the salary.

A patients' health or life must not be endangered. The team nurse has an important role in health education work, from personal example, through conversations with patients, inviting patients to systematic and other preventive examinations, as well as taking care of the administration of those examinations, so that these examinations raise the capitation rating of both doctor and team nurse.