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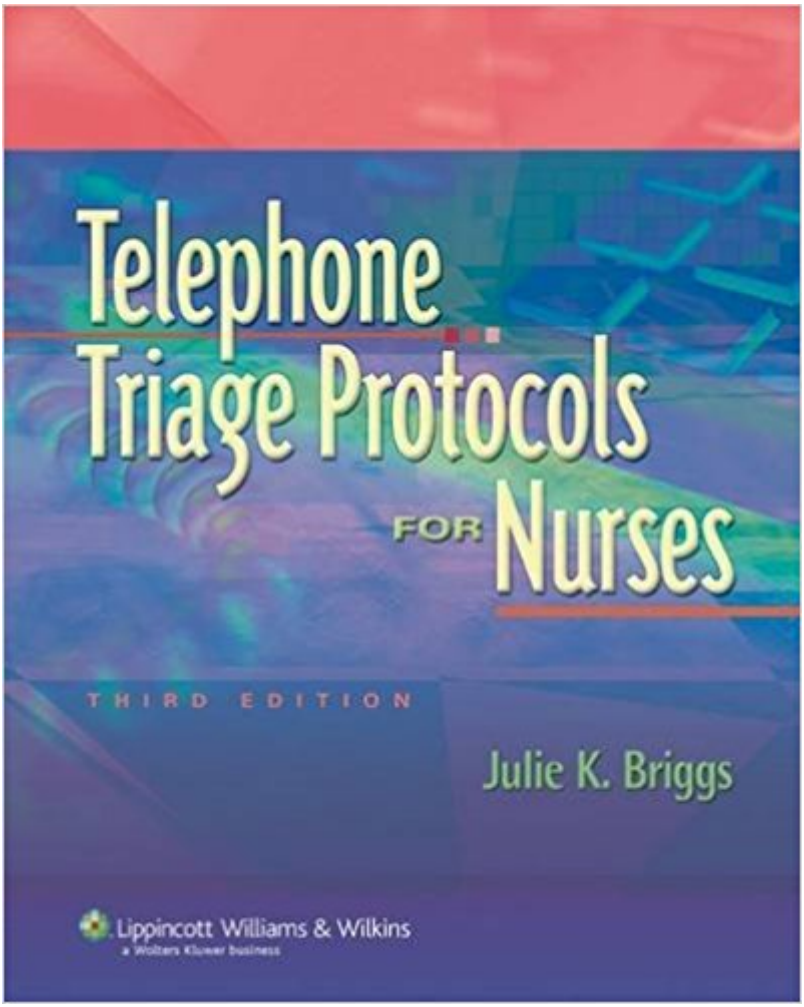
Telephone Triage Protocols For Nurses, 3rd Edition



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Synopsis

This quick-reference manual presents over 200 triage protocols for evaluating patients' symptoms over the telephone. Each symptom entry lists questions, grouped by urgency level, to determine whether the caller should seek emergency care now, seek medical care the same day, call back for appointment, or follow home care instructions. Detailed home care instructions are then provided. This edition features fourteen new protocols: avian influenza ("bird flu"); congestive heart failure; electrical burns; hand/wrist problems; hip pain/injury; influenza; neurological symptoms; newborn problems; pertussis; severe acute respiratory syndrome (SARS); sickle cell disease problems; substance abuse, use, or exposure; West Nile virus; and wound care: sutures or staples. New appendices include guidelines for scenario practice; difficult caller practice scenarios; mystery caller practice session; temperature conversion guide; weight conversion chart; acetaminophen dosage chart; ibuprofen dosage chart; infant feeding guide; abdominal pain causes and characteristics; chest pain causes and characteristics; and headache causes and characteristics.

Book Information

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Customer Reviews

I'm an RN who just moved into a position where I need to triage phone calls throughout the day for both adult and pediatrics. This is the first time I've triaged. It has been a very smooth transition with this resource. I definitely recommend it. In fact, I bought one for my mom's birthday because she is a member of the Church of Jesus Christ of Latter-day Saints and is serving a mission where a part of her responsibilities is to answer phone calls of missionaries when they need medical help. With

this resource, she is able to confidently point them in the right direction whether it is an emergency, they need a doctor's appointment, or give them the suggestions found in the book for things they can do at home. Fantastic resource!

I am fairly new to the telephone triage world and this book is very helpful to ask the right questions and get the correct information quickly. `It has set things in order so that it directs you to other protocols as needed or to the next step in the process. At the final stage it gives helpful home instructions to encourage the patient to care for the problem without having to come to a clinic or ED unless necessary. The instructions give them things to watch for, with events that should lead them to call back or go to get assistance as needed.I am very glad I invested in this book.

I refer to this often as a triage nurse. Sort of a flow chart format, providing the right questions to ask for whatever-it-is-that-ails-ya. Yes, a lot of it is common sense, but when it's a matter of life or death, it's nice to have someone else's sense added to yours.

This is a clear, concise guide to telephone nurse triage. The format allows you to quickly review essential points for many health issues. Whether you are new in the field and need guidance, or whether you are experienced and simply want to make sure you are being thorough, this book is a big help. It is well worth the money.

This book is an excellent buy for those looking for a triage manual. I currently work in Telehealth and the information the book provides helps to guide all of my phone calls. It's a good refresher for those who can't remember it all. The book also includes education that can be provided to the patients. It's a wonderful resource!

Great

The design of the book is great, it is easy to use and perfect for telephone triage. We have adopted the book as our telephone triage protocol.

I needed this text in order to get my nurse two!! It is simple to understand and helps you remember whhat you need !!

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