
Telephone Triage Protocols Guidelines

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Telephone Triage for Obstetrics and

Gynecology Springer Publishing Company

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Publisher for quality, authenticity, or access to any online entitlements included with the

product. Provide optimal, evidence-based triage

assessment, advice, and protocols, with Triage

Protocols for Aging Adults. The 190 evidence-

based protocols offered here address a wide

range of symptoms, disorders, and emergencies

affecting those 50 and older. Flip quickly to the

right symptom and ask the questions listed

there to determine whether the individual

requires emergency, same-day, or home care.

Whether you are in family practice or are a

triage nurse working at a hospital, urgent care

center, or insurance company, this is the go-to

reference to keep by your side. Advance your

evidence-based triage skills and protocols with:

Easy-to-follow flowchart format that leads you

from yes-or-no questions to assessment,

recommendations, and clear instructions 190

protocols that cover the most common

conditions faced by aging adults—all body

systems, plus weakness, falls, loss of memory,

poor appetite, medication interaction problems,

and more Alpha-organized table of contents that

helps you locate symptoms quickly Contents

also organized by body system for quick-find

protocols Protocols that have symptom-based

titles and address issues affecting all body

systems, such as abdominal pain and swelling,

alcohol problems, allergic reactions, altered

mental status, asthma, earache, elder abuse,

joint pain/swelling, and more All protocols

reviewed by a team of nursing experts

Actioncolumn of each protocol that presents

emergency actions first Coverage of the legal aspects of triage Tools and sample forms – telephone triage protocol form, triage documentation form, triage log, skills assessment, call documentation review, and teaching self-assessment guide Chapter features include: Key Questions – name, age, onset, medications, pain scale, associated symptoms, and history Other Protocols to Consider – lists related protocols and their page numbers Health Alert – additional information to consider when choosing a protocol, with additional resources listed Assessment Questions and Actions – with specific actions under each yes-or-no answer Home Care Instructions – detailed instructions sections that explain care to be given before emergency help arrives, while waiting for an appointment, or for ongoing home care Report the Following Problems to Your PCP/Clinic/ED – symptoms or conditions that should be reported to their usual healthcare provider Seek Emergency Care Immediately if Any of the Following Occur – symptoms or conditions that require emergency care Your book purchase includes a complimentary download of the enhanced eBook for iOSTM, AndroidTM, PC, and Mac. Take advantage of these practical features that will improve your eBook experience: The ability to download the eBook on multiple devices at one time—providing a seamless reading experience online or offline Powerful search tools and smart navigation cross-links that allow you to search within this book, or across your entire library of VitalSource eBooks Multiple viewing options that enable you to scale images and text to any size without losing page clarity as well as responsive design The ability to highlight text

and add notes with one click

Crisis Standards of Care Amer
Academy of Pediatrics

Emergency Nurses Association

Media Award Media Award: Fast
Facts for the Triage Nurse: An
Orientation and Care Guide, 2nd
Edition - Lynn Sayre Visser,
MSN, RN, PHN, CEN, CPEN and
Anna Montejano, DNP, RN, PHN,
CEN, of California [https://www.
ena.org/press-room/2019/06/13/f
ormer-ena-president-receives-em
ergency-nurses-association-s-
most-prestigious-award](https://www.ena.org/press-room/2019/06/13/former-ena-president-receives-emergency-nurses-association-s-most-prestigious-award) 1st
Edition Winner of the AJN Book
of the Year Award for
Emergency/Critical Care Nursing
This authoritative orientation

guide for new and seasoned
nurses, preceptors, educators,
management teams, urgent care
staff, pre-hospital personnel,
and anyone working in the triage
arena presents essential
information to access quickly
and repeatedly. Patients rarely
present to triage with a
diagnosis, but rather convey a
multitude of complaints, signs,
and symptoms. It is the job of
the triage nurse to identify
serious "red flag" presentations
hidden among all this
information while delivering
individualized care and juggling
wait times in often overcrowded
emergency departments. Fast

<p>Facts for the Triage Nurse, Second Edition, retains its key focus on numerous aspects of triage for emergency department and urgent care settings, from orientation, to front-end processes, to clinical practice and nursing essentials. With real-life examples, the chapters detail a multitude of clinical presentations and include procedures and protocols that the triage nurse implements in daily practice. This newly revised and updated edition covers how to build confidence in the triage role, accurately assess patient presentations, reduce personnel and hospital</p>	<p>liability, increase patient and staff satisfaction, and, ultimately, deliver quality patient care that supports best outcomes. 5 New Chapters in the Second Edition: Active Shooter/Active Violence Emergency Management for When Disaster Strikes Triage Competency Pain Management Endocrine Emergencies Key Features: Covers essential clinical information in an easy-to-read format Focuses on processes, patient and staff safety, legalities, documentation, and critical thinking at triage Addresses specific patient populations</p>
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including pediatric, older adult, human trafficking, military personnel, and more. Offers guidance from seasoned emergency department nurses and triage educators.

Pediatric Telephone Protocols ABC-CLIO

"Adult Telephone Protocols" is a powerful decision-support guide to help busy family practice and internal medicine offices handle a wide array of adult phone inquiries. It guides triagers through each call with the same step-by-step checklist organization and ease-of-use features as its companion resource, "Pediatric Telephone

Protocols." More than 100 proven protocols cover 95% of the most common adult complaints. Look here for triage guidelines ranging from everyday problems such as back pain, insect bites, and sunburn to more serious conditions such as breathing difficulty, seizures, and wound infections. Time-saving features include highlighted triage assessment instructions, practical home care guidance, call prioritization guide, over-the-counter medication advice, quality improvement checklist and more. Telephone Triage: Protocols for Adult Populations Springer Publishing Company
This telephone triage book is designed for use

by professional nurses assessing and advising patients over the telephone on topics related to obstetrics and gynecology. It is designed to crystalize the professionals existing knowledge base and to provide clear guidance on handling a wide-variety of patient situations about which the triage nurse might need to work through. the protocols are organized alphabetically by major topic areas and outline the salient medical, legal and practical considerations involved important educational points are highlighted to reinforce important points to stress

Telenursing: Nursing Practice in Cyberspace
National Academies Press
Telephone Triage Protocols for School Age Populations (Age Six to 18 Years) is the first and only age-based, patient-centered, completely customized guidelines specific to school age, adolescent and young adult populations.

Comprehensive The guidelines address over 1,500 medical conditions -- the most common presenting symptoms -- as well as rare, but predictable emergent symptoms. Each protocol includes screening questions, home treatment or first aid directives, and supplemental information. User Friendly Descriptions of conditions are detailed enough to assure confident decision-making, yet concise enough to eliminate excessive, time-consuming and confusing cross-referencing. This reduces decision fatigue - a known contributor to error. Symptom descriptions, home treatment and first aid instructions are written in 5th-8th grade lay language to facilitate patient-centered communications. Standards-Based This system, when used correctly, reduces common errors: inadequate data collection, jumping to conclusions, and selection of the wrong guideline.

Authoritative, Expert Task Force The guideline set pattern recognition, the design mimics the brain's was collaboratively developed over a two-year period, with the collective expertise of twenty nurses, nurse practitioners and physicians. natural problem solving strategy. Medical Promotes Risk Management Since 1995, these decision expert, Vimla Patel, PhD., in research, guidelines have been used in 300-500 sites validated this real world approach to decision-making. User Friendly Dispositions Five clearly defined, consistent dispositions promote clear nationally without a single report of errors, follow up instructions. Users are spared frustrating omissions or malpractice. Transparent A semi- searches through long lists of disposition options. algorithmic and pattern recognition hybrid Easy on your budget - electronic software can cost design, so users can understand and appreciate your facility hundreds of thousands of dollars. the why, how and where of the system elements. A Even growing your own paper protocols, is time Generic Guideline supports nurses in cases where consuming, expensive and may not produce high existing protocols may not apply, with general quality results. descriptions of emergent, urgent, acute and non- Telephone Triage Protocols for Nurses Teletriage User's Guide An 80-page user's Systems This quick-reference manual presents over 200 triage guide thoroughly describes the overall design, as protocols for evaluating patients' symptoms over the well as different elements, search engine strategy telephone. Each symptom entry lists questions, and terminology. Decision-making strategy A grouped by urgency level, to determine whether the synthesis of both algorithm and heuristics or 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.

Telephone Triage Lippincott Williams & Wilkins
"Triage Protocols for Nurses is a resource to assist health care professionals make quick and effective decisions based on limited information using an algorithmic approach"--
Telephone Nursing Practice in Urology Wiley-Blackwell
"Every NP should own a copy of this book!" -
The Nurse Practitioner Journal Written by a nurse practitioner who is also a practicing attorney, Nurse Practitioner's Business Practice and Legal Guide, Second Edition provides the unique point of view of an author who knows what legal and business problems arise on a daily basis. The second edition to this best seller will teach you: --How to write an effective business plan using the most up-to-date information and planning strategies-How to avoid malpractice and other lawsuits-What rights an employed NP has-What to do if rejected for payment-How to effectively negotiate managed care contracts-How to get the highest marks on performance

report cards-What must take place for NPs to become primary care providers-What decisions need to be made before starting a practice-How to handle patient flow-And more!Nurse practitioners and NP students who read this book will have a solid foundation of knowledge with which they may continue their practice confidently and effectively, whether it be in developing an employment relationship, undertaking a business venture, giving testimony before the state legislature, composing a letter to an insurance company about an unpaid bill, teaching at a school of nursing, or serving as president of a state or national organization. Telephone Triage for Oncology Nurses Springer Publishing Company

This is a concise, user-friendly orientation guide and reference for new and seasoned nurses, paramedics, preceptors, educators, management

teams, and anyone else working in the triage environment. It offers guidelines covering key processes and practices triage nurses use daily. Chapters address core elements of triage such as patient point of entry, acuity scales, and “ red-flag ” patient presentations and how to handle them; coordination and communication with other health care team members; and documentation. The book offers practical information on triage for emergency department and urgent care settings, with useful tips for both triage orientees and preceptors. It addresses care considerations for specialized populations including geriatric and pediatric patients. The text supplies essential information on teaching and learning principles and the fostering of critical thinking skills, and covers such topics as compassion fatigue, customer service, legal concerns, core measures, and patient and staff

safety. Trends in triage nursing such as electronic medical record considerations, provider in triage, and advanced triage protocols are included. Information is organized in brief, bulleted “ bites ” for knowledge at a glance, and Fast Facts in a Nutshell boxes reinforce key concepts. Key Features Provides essential guidance for key procedures and protocols in an easy-to-read, easy-to-access format Offers practical triage information with a focus on emergency department and urgent care settings Focuses on processes, critical thinking, and the legal aspects of triage Includes care considerations for specific patient populations Incorporates advice from seasoned emergency department nurses and triage educators Telephone Triage Protocols for Infant/Child Populations Age Birth to Six Jones & Bartlett Publishers During a wide-reaching catastrophic public health

emergency or disaster, existing surge capacity plans may not be sufficient to enable health care providers to continue to adhere to normal treatment procedures and follow usual standards of care. This is a particular concern for emergencies that may severely strain resources across a large geographic area, such as a pandemic influenza or the detonation of a nuclear device. Under these circumstances, it may be impossible to provide care according to the standards of care used in non-disaster situations, and, under the most extreme circumstances, it may not even be possible to provide basic life sustaining interventions to all patients who need them. Although recent efforts to address these concerns have accomplished a tremendous amount in just a few years, a great deal remains to be done in even the most advanced plan. This workshop summary highlights the extensive work that is already occurring across the nation. Specifically, the book draws attention to existing federal, state, and local policies and protocols for crisis standards of care; discusses current barriers to

increased provider and community engagement; relays examples of existing interstate collaborations; and presents workshop participants' ideas, comments, concerns, and potential solutions to some of the most difficult challenges.

Telephone Triage Protocols for Nurses LWW

Print+CourseSmart

Office Version John Wiley & Sons

This is the first book to explore this emergent role of the nursing profession. It examines the unique legal, regulatory and professional issues this neoteric mode of nursing practice presents. Telenursing as a subset of telehealth is defined and a review of its history, present status, and future in the U.S. health care system is discussed. Concomitant legal accountability and risk for malpractice liability are examined. Risk management strategies and survival tactics in the event of a

lawsuit are presented—particularly the legal significance of, and essential need for, defensive nursing documentation. A brief overview of malpractice law is provided and the essentials of requisite malpractice insurance for the telenurse practitioner are outlined. The book also addresses a number of other professional, regulatory, and licensure issues, particularly the contentious issue of multistate licensing and the various models to facilitate it that are being offered, and rejected, by nursing organizations and associations. The anticipated changes in our health care delivery system that will be engendered by breakthroughs in science and technology are described. The implications of such changes for patients as consumers of health care are analyzed—particularly the privacy and

confidentiality of electronic medical records.
Guidelines for the Management of Common
Childhood Illnesses LWW

Telephone Triage Protocols for Nurses Briggs,
Telephone Triage Protocols for Nurses 098227
Telephone Triage for Obstetrics & Gynecology
Briggs, Telephone Triage Protocols for
Nurses 098227

This book offers a comprehensive look at the growing practice of telephone triage nursing. Despite the prevalence of the practice, little education and few resources are available for nurses interested in this form of practice. The authors address the history of telephone triage, the role of telephone triage nursing in health care, theories supporting the practice, quality and risk management principles, program design, and a comprehensive look at clinical practice. Practical tips and real-life examples will illustrate and

support the content.

Telephone Triage Care Lippincott Williams & Wilkins

The Manchester Triage System (MTS) is the most widely used triage system in the UK, Europe and Australia, with tens of millions of patients being processed through hospital emergency departments. It is also used in hospitals throughout Brazil.

Emergency Triage is the core text for the MTS, which utilises a risk averse system of prioritisation for patients in all unscheduled care settings. As such, it is an essential text for all emergency department staff using the MTS, in particular triage nurses. The book is both a training tool and a reference for daily use in the Emergency Department and prehospital settings. This edition features revised protocols that reflect new approaches to prioritisation, with accompanying revised flowcharts - the core part of the book. Table of Contents Presentation flow charts index 1: Introduction 2: The decision-making process and triage 3: The triage method 4: Pain assessment as part

of the triage process 5: Patient management, triage and the triage nurse 6: Auditing the triage process 7: Telephone triage 8: Beyond prioritisation to other applications

Pediatric Nurse Telephone Triage Springer Publishing Company

Provide optimal, evidence-based triage assessment, advice, and protocols, with Triage Protocols for Aging Adults. The 190 evidence-based protocols offered here address a wide range of symptoms, disorders, and emergencies affecting those 50 and older. Flip quickly to the right symptom and ask the questions listed there to determine whether the individual requires emergency, same-day, or home care. Whether you are in family practice or are a triage nurse working at a hospital, urgent care center, or insurance

company, this is the go-to reference to keep by your side. Advance your evidence-based triage skills and protocols with: Easy-to-follow flowchart format that leads you from yes-or-no questions to assessment, recommendations, and clear instructions 190 protocols that cover the most common conditions faced by aging adults--all body systems, plus weakness, falls, loss of memory, poor appetite, medication interaction problems, and more Alpha-organized table of contents that helps you locate symptoms quickly Contents also organized by body system for quick-find protocols Protocols that have symptom-based titles and address issues affecting all body systems, such as abdominal pain and swelling, alcohol problems, allergic reactions, altered mental status, asthma,

earache, elder abuse, joint pain/swelling, and more All protocols reviewed by a team of nursing experts Actioncolumn of each protocol that presents emergency actions first Coverage of the legal aspects of triage Tools and sample forms - telephone triage protocol form, triage documentation form, triage log, skills assessment, call documentation review, and teaching self-assessment guide Chapter features include: Key Questions - name, age, onset, medications, pain scale, associated symptoms, and history Other Protocols to Consider - lists related protocols and their page numbers Health Alert - additional information to consider when choosing a protocol, with additional resources listed Assessment Questions and Actions - with specific actions under each yes-or-no answer

Home Care Instructions - detailed instructions sections that explain care to be given before emergency help arrives, while waiting for an appointment, or for ongoing home care Report the Following Problems to Your PCP/Clinic/ED - symptoms or conditions that should be reported to their usual healthcare provider Seek Emergency Care Immediately if Any of the Following Occur - symptoms or conditions that require emergency care Your book purchase includes a complimentary download of the enhanced eBook for iOS(tm), Android(tm), PC, and Mac. Take advantage of these practical features that will improve your eBook experience: The ability to download the eBook on multiple devices at one time--providing a seamless reading experience

online or offline Powerful search tools and smart navigation cross-links that allow you to search within this book, or across your entire library of VitalSource eBooks Multiple viewing options that enable you to scale images and text to any size without losing page clarity as well as responsive design The ability to highlight text and add notes with one click Adult Telephone Protocols Springer Publishing Company

"Performing telephone triage requires the ability to make quick and effective decisions based on limited information. This rapid-access resource delivers more than 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 immediately, seek medical care the same day, call

back for appointment, or follow home care instructions. Detailed home care instructions are then provided. Simple, direct, and useful, this is the most comprehensive and user-friendly telephone triage book available"--Provided by publisher.

Emergency Triage Lippincott Williams & Wilkins

" The authors not only encourage data gathering, they emphasize the qualities of personal interactions, courtesy and sensitivity, and consideration to upgrade triage category when history is hampered by youth, age, impairment of faculties, or language ability that might otherwise conceal potential problems. Appropriate treatments to initiate at triage are indicated where needed. This book puts forward a practical way of coming

back to basics and helps categorize priority for domestic and international. It contains patients. As an educator or manager, I would feel confident that, with it, my nurses are being prepared to make safe decisions with an accurate program that reflects current thinking in triage strategy. ” -Tom Trimble, RN, CEN, BA, ASN, AA Editor and Publisher Emergency Nursing World This critical-thinking blueprint for the triage nurse delivers essential knowledge for accurate decision-making in emergency triage situations. Formatted to provide easily accessible and retrievable information, the manual facilitates rapid recognition and understanding of acuity levels and their application to patient care. The newly updated second edition reflects current health conditions and scenarios in EDs, urgent care centers, offices, and first aid centers, both domestic and international. It contains important new information on program development, training, and quality management along with useful tips and tools. Completely new protocols, additional case studies, and quality management guidelines and tools further add to the merit of the second edition. The resource addresses a wide range of both adult and pediatric conditions that are system-based and listed in alphabetical order. Each protocol has been developed to ensure accuracy and consistency, regardless of which 5-tier triage system is in use. Abundant case studies and multiple appendices provide additional information to support the protocols, broadening the nurse ’ s scope of knowledge and prompting in-depth examination of potentially lethal conditions.

Additionally, appendices contain valuable training materials for program development, training, and quality management tips and tools. New to the Second Edition: Updated protocols reflecting current health conditions/situations in EDs, urgent care centers, offices, and first aid centers Important new information on program development, training, and quality management tips and tools Additional material including mass casualty, exposure (biological, chemical, disease), military care, infections (isolation concerns), behavioral issues (violence), and narcotic overdose New case studies Developing a triage program Quality management guidelines and tools Key Features: Facilitates consistency in triage decisions among different nurses Uses health

care resources appropriately and efficiently Sets minimum expectations for triage decisions Guides nurses in asking the right questions, determining how soon the patient must be seen, and interventions to consider Serves as a valuable reference for both new and experienced nurses Serves as a training tool in orientation

A Manual for Urology Nurses World Health Organization

Performing telephone triage requires the ability to make quick and effective decisions based on limited information. This rapid-access resource delivers more than 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 immediately, seek medical care the same day, call back for appointment, or follow home care instructions. Detailed home care instructions are then

provided. Simple, direct, and useful, this is the most comprehensive and user-friendly telephone triage book available.

Nursing Practice in Cyberspace Amer Academy of Pediatrics

Telephone triage is a major vehicle in offices, clinics, and other ambulatory health care settings for assessing patient symptoms or complaints, determining their acuity, and planning initial management strategies. Most outpatient practices are extremely busy, so telephone triage protocols can assist the nurse with this responsibility, ensuring safe, effective, and appropriate care. Protocols are at the heart of telephone triage practice. The Telephone Nursing Practice in Urology, 2nd Edition protocols are guidelines designed to assist in assessment and care planning. Each

protocol includes: Etiology; Assessment Questions; Recent Urologic Procedures; Other Urologic History; Symptoms; and Disposition/Advice Section for adults and pediatrics if applicable. Since most urology patients express health care needs on the telephone in addition to describing symptoms, telephone nursing practice goes beyond triage (addressing symptoms). The role for the nurse on the phone has expanded to including patient teaching, coaching, offering reassurance, suggesting resources, and problem solving. The RN is well suited for this role because professional nursing practice is responding to patient needs through assessment, identification, planning implementation, and evaluation.