

Telephone Triage Protocols Guidelines

Over the past generation, the practice of legal nurse consulting has grown to include areas such as life care planning, risk management, and administrative law, as well as taking on a more diversified role in both criminal and civil law and courtroom proceedings. First published in 1997, *Legal Nurse Consulting, Principles and Practices* provided pro
In today's health care environment, having satisfied patients just isn't enough. You're now being judged by payers and compared to other providers and patient satisfaction is a big part of that evaluation. *Improving Patient Satisfaction Now: How to Earn Patient and Payer Loyalty* explains why understanding and meeting patient expectations is not only nice to know, it's necessary to know! It gives you action steps in all areas of the practice. Through anecdotes and real-life examples from practicing physicians, you'll learn how to develop higher patient satisfaction, more compliant patients, a more productive and committed staff, and practical techniques to increase patient satisfaction in this updated edition. Prepare for success on the Certification for Emergency Nurses examination! Not only does *Pass CEN!* review all the content covered in the current exam blueprint, it includes fun yet challenging learning activities, realistic practice questions, and comprehensive practice examinations. A concise outline format and numerous illustrations make the material easy to read, understand, and remember. Written by a team of expert nursing instructors led by Robin Donohoe Dennison, this unique guide also reviews anatomy and physiology for each core body system. This is the all-in-one study tool you can't do without! An easy-to-follow outline format quickly and clearly delineates what you must know to pass the CEN exam. Content follows the most current CEN blueprint and eliminates extraneous information that is not likely to be tested. Learning activities provide fun and stimulating ways to learn critical concepts, such as matching questions, essays, table completion exercises, and crossword puzzles. Anatomy and physiology reviews cover each core body system Case Related Learning activities include questions on clinical reasoning and decision-making.

This handbook presents step-by-step protocols for telephone triage and advice for over 150 pediatric symptoms and chief complaints. Written in algorithmic format, the protocols list questions the health care professional should ask the caller to assess the urgency of the problem and determine whether it requires emergency intervention, an office visit, or home care. Where appropriate, the book provides first aid and home care instructions for parents and alerts parents to complications that warrant a call back.

Written by the foremost experts in maternity and pediatric nursing, *Maternal Child Nursing Care, 5th Edition* offers the accurate, practical information you need to succeed in the classroom, the clinical setting, and on the NCLEX® examination. This new edition offers numerous content updates throughout the text to keep you up-to-date on the latest

topics and best practices. Plus hundreds of illustrations, alert boxes, and tables clarify key content and help you quickly find essential information. Atraumatic Care boxes in the pediatric unit teach you how to provide competent and effective care to pediatric patients with the least amount of physical or psychological stress. Community Focus boxes emphasize community issues, supply resources and guidance, and illustrate nursing care in a variety of settings. Critical thinking case studies offer opportunities to test and develop your analytical skills and apply knowledge in various settings. Emergency boxes in the maternity unit guide you through step-by-step emergency procedures. Expert authors of the market-leading maternity and pediatric nursing textbooks combine to ensure delivery of the most accurate, up-to-date content. Family-Centered Care boxes highlight the needs or concerns of families that you should consider to provide family-centered care. NEW! Content updates throughout the text give you the latest information on topics such as the late preterm infant, fetal heart rate pattern identification, obesity in the pregnant woman, shaken baby syndrome/traumatic brain injury, Healthy People 2020, car restraints, immunizations, and childhood obesity. NEW! Updated Evidence-Based Practice boxes including QSEN KSAs (knowledge, skills, attitudes) provide the most current practice guidelines to promote quality care. NEW! Medication Alerts stress medication safety concerns for better therapeutic management. NEW! Safety Alerts highlighted and integrated within the content draw attention to developing competencies related to safe nursing practice.

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.

ADMINISTRATIVE MEDICAL ASSISTING, 7E, is the most comprehensive learning package available for front-office medical assisting, featuring step-by-step procedures for job skills and the development of critical thinking through real-life

scenarios. This proven package includes in-depth coverage of essential administrative competencies including professional and career responsibilities, interpersonal communications, records management, written communications, financial administration, and managing the office. Updated to reflect the latest accreditation and certification standards, this robust resource also features new or updated content in every chapter, including the latest requirements for skill competency, technology, insurance regulations and health care reform, and legal compliance essential for medical assistants to succeed as 21st-century allied health professionals. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The newly revised Fifth Edition of this handbook is an up-to-the-minute, authoritative guide to the legal and ethical issues faced daily by nurses. Replete with real-life examples and information from hundreds of court cases, the book covers the full range of contemporary concerns, including computer documentation, cloning, stem cell research, pain management, euthanasia, prescribing, privacy, and confidentiality as well as the nursing shortage. New topics include workplace violence and harassment, needlesticks, telephone triage, and quality assurance. A new Legal Tip logo highlights proactive, protective actions nurses can take, and an entire chapter explains step-by-step what to expect in a malpractice lawsuit.

The Most Comprehensive and User-Friendly Adult Telephone Triage Protocols Available - From a Pioneer in the Field "This is a well thought out and organized tool for those involved in telephone advice and triage. It has many unique features not normally found in triage protocols, including research related to medical error, decision support, and critical thinking. The references are extensive. It is a necessary addition to the library of anyone involved in telephone triage and this update is an essential replacement for the previous protocols book. 3 Stars."--Doody's Review Service Written by Sheila Wheeler, one of the world's leading experts in telephone triage, this functional reference provides the guidelines nurses need for the safe, effective, and fast disposition of 1,000+ health related problems by telephone. Organized by anatomical site and written in lay language, Telephone Triage eliminates the extra step of translating home treatment, first aid, or self-assessment instructions when performing telephone triage with the layperson. The format incorporates a critical-thinking process that mimics how nurses naturally solve problems in real-world situations. This "4 in 1" package contains everything you need to implement a telephone triage program: Comprehensive training, protocols, standards and a CD with case studies for analysis and critique, plus an optional telehealth continuing education website. Features: Users Guide - complete with insightful FAQs Protocols - wide-range of common diseases including Women's Health Documentation Form - ensures proper procedure, documentation, and risk management Standards - Comprehensive practice standards for practitioners and programs CD-ROM - contains 10 case studies for discussion and analysis Continuing Education -An accompanying website to earn CE credit online, at www.teletriage.com Representing the latest research and standards in the field, Telephone Triage is the ultimate resource for the triage nurse.

As the #1 title in the pediatric nursing market for over 40 years, Wong's Essentials of Pediatric Nursing, 11th Edition continues to leverage its trademark developmental approach as it equips readers with the very latest research and guidelines for treating children today. The text utilizes a highly-readable writing style and encourages a whole-body approach — beginning with child development and health promotion to better understand the later chapters on specific health problems. This new eleventh edition also features Next Generation NCLEX®-style

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case studies and questions, a new chapter covering all systems cancers, additional case studies within the nursing care plans, and updated and expanded evidence-based content throughout to best reflect the latest standards and trends impacting pediatric nursing care today. Developmental approach clearly identifies developmental tasks and influences at each stage of a child's growth. Emphasis on wellness features health promotion chapters for each developmental stage of childhood. Critical thinking case studies with answers are found throughout the text. Quality patient outcomes are highlighted within nursing management discussions for major diseases and disorders. Drug alerts draw attention to potential safety issues, reflecting QSEN safety initiative. Family focus includes a separate family chapter as well as family content and Family-Centered Care boxes integrated throughout the text. Community Focus boxes provide resources and guidance on caring for children outside the clinical setting. Evidence-Based Practice boxes focus attention on the application of research and critical thought processes to support and guide the outcomes of nursing care. Chapter on complementary & alternative therapy cover timely topics to aid in providing complete, comprehensive care. Nursing care plans provide a model for planning patient care and include rationales that provide the "why." Research Focus boxes highlight current studies that impact pediatric nursing today. Cultural content and Cultural Considerations boxes are integrated throughout the text to draw attention to customs and beliefs of different cultures that influence childcare. Atraumatic Care boxes contain techniques for care that minimize pain, discomfort, or stress. Nursing tips offer helpful hints and practical, clinical information of a non-emergency nature. Nursing alerts feature critical information that MUST BE considered in providing care. Emergency Treatment sections provide a quick reference in critical situations. Nursing care guidelines provide clear, step-by-step instructions for performing specific skills or procedures.

The Complete Guide: Providing Telephone Triage and Advice in a Family Practice, this manual describes the steps to establishing and maintaining an effective, cost-efficient telephone care system.

Basic Steps in Planning Nursing Research: From Question to Proposal is the perfect introduction to the research process. It details the development of an effective research plan, and guides readers through all stages of the process from finding a research topic, to the final written proposal. It takes an in-depth focus on the planning process which makes it an excellent tool for beginners while still being relevant to people at all levels of study who need to develop a research plan. The Seventh Edition continues to teach readers how to prepare an appropriate question and topic and the steps it takes formulate a conclusion. All of the chapters have been updated with new references and current information including a renewed focus on evidence-based practice and an expansion of research ethics. Proposals are included at the end of the text to help students learn.

The purpose of this quality improvement (QI) project was to implement a trial of oncology-specific telephone triage protocols in a cancer center adult clinic. The Pan-Canadian Oncology Symptom Triage and Remote Support (COSTaRS) Remote Symptom Practice Guides for Adults on Cancer Treatments were tested to determine their acceptability and usability. Telephone triage is one method to help meet the increasing demands for healthcare resources in the ambulatory setting. Telephone triage falls within the scope of practice for registered nurses (RNs) but requires adherence to a standardized procedure. The COSTaRS team developed the Remote Symptom Practice Guides for Adults on Cancer Treatments, or COSTaRS protocols, to improve the quality of symptom management provided to adult cancer patients by telephone triage nurses. The COSTaRS protocols were utilized in a QI project using Plan-Do-Study-Act (PDSA) methodology to test the protocols. Five cycles of PDSA were completed followed by evaluation to determine if the RNs in the clinic found the protocols to be acceptable and usable. After testing the COSTaRS protocols, the RNs indicated the protocols were effective in assessing and triaging

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symptoms, recommending medications and self-care strategies, and summarizing and documenting symptom management phone calls. The RNs did not find the COSTaRS protocols to be usable in their clinic due to the complexity of the protocols and the time required for the lengthy assessment and documentation. RNs are at risk of practicing outside their scope when performing the role of telephone triage without a protocol for guidance. RNs need clear guidelines and training from management regarding the use of protocols. The COSTaRS protocols are evidence-based practice guides to assist RNs in providing quality telephone triage for cancer patients. By approaching the protocols as guidelines for symptom management, simplifying documentation, and providing additional training to RNs, the COSTaRS protocols would be more usable in the clinic in this QI project.

Handle questions about pediatric care with confident accuracy: Telephone Triage Protocols for Pediatrics is the quick-access guide to providing fast, efficient phone assessments and accurate care recommendations. This comprehensive, on-the-spot resource lists a broad range of symptoms alphabetically. A flow chart format provides the crucial Yes or No questions to ask, with each answer moving quickly to optimal recommendations or instructions. A vital resource for all nurses, this is irreplaceable to those in pediatric or family practice. Tap into top-level guidance for fast, efficient assessments ... Step-by-step guidance for making accurate assessments—170 proven protocols addressing a wide range of symptoms, disorders, and medical emergencies, for newborn to age 18 Sorts life-threatening problems from those not requiring physician or emergency care—callers are directed to make an appointment, seek emergency care, or follow home care instructions Increases consistency of advice and documentation Supports nurses of all knowledge and experience levels Color tabs for each section enable quick access Symptoms alpha-organized and grouped by level of urgency, addressing injuries, trauma, pain, swelling, and other symptoms for: Head, eyes, ears, nose, throat, mouth, back, neck, arm, and leg Body system problems – chest/cardiovascular, respiratory GI, genital/obstetrics and gynecological problems, urination, and skin problems Chronic and infectious diseases Behavioral problems Infant-specific problems Sections under every symptom include: Key Questions to ask the caller Other Protocols to Consider Reminders – for proper documentation Assessment – symptoms and conditions that determine urgency Actioncolumn – Following Yes or No answers to assessment questions, with emergency actions appearing first Immediate actions – proven protocols and/or referrals to emergency, physician, or at-home care Home Care Instructions – before emergency care, before appointment, or at-home care Emergency Instructions – in-the-moment first aid Report the Following Problems – what caller should tell their physician or emergency department Seek Emergency Care Immediately – if certain symptoms occur

Inside this comprehensive reference, you'll find in-depth coverage of the liability risks common to obstetric and neonatal settings. From the basics of healthcare law and its relation to clinical practice, to detailed discussions aimed at specific liability challenges, this resource prepares you for the professional and legal responsibilities of today's perinatal nursing. Pediatric Telephone Triage Guidelines, Infant-Child (Birth to 6 Years). The first and only 5-Tier Triage, Age-Specific Guidelines for School Age populations. Updated Sections that have been revised or added to the 2005 edition include: Telephone Triage 5-Tier Triage Flow Chart & Master Guideline, QA Audit, ACEP & ENA Position Papers, Standards and research on safety, root causes of error, and Five-Tier Triage. Customizable Make this manual "your own" by placing in a binder with tabs. Use it as a base set and add your facilities' preferences on colored sheets at the end of each guideline.

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"Growing your own" paper guidelines from scratch may take years to accomplish, may be more expensive than expected and may not produce high quality results. Evidence-Based Design: Checklists - Five standardized screening checklists help to rule out and rule in key symptoms to estimate symptom urgency and reduce mistriage (Gawande, 2009; Wachter 2015) 5 -Tier Triage Dispositions - insure patient informed consent and continuity, directing patients to where, when and why they should be seen. Consistently apprises callers of the urgency of their symptoms to help insure timely compliance. Five clearly defined, standardized dispositions (firm but flexible time frames, access sites and urgency rationale). promote reliable, consistent outcomes and clear follow up patients directives. The goal of these guidelines is "to get patients to the right place, at the right time for the right reason." Users are spared frustrating, confusing and time-consuming decision-making related to algorithm formats (ENA/ACEP, 2010) All Hours/All Access Sites - dispositions apply 24/7/365; they are not limited to office- or after- hours. Access sites are flexible for all hour options Standards-Based System to reduce common errors: inadequate data collection, miscommunications, cognitive bias (jumping to conclusions or stereotyping) and inadequacies in informed consent and continuity (IOM, 2011, Donabedian, 2003, Patel, 1996, AACN, 2012) Master GuidelineA "universal" triage tool derived from ACEP and Manchester Triage Group standards. Integrated standards in this guideline support clinicians in three ways: 1. As "contingency" or "fall back" guide (in cases where no specific guideline applies); 2. as a preemptive guideline, before selecting a more specific guideline, 3. As a training tool for new hires as a review of commonly presented symptoms (IOM, Joint Commission, 2011) Essential Features: Authoritative collaboratively developed over a two-year period by 20+member Expert Task Force. Nurse-developed, physician-reviewed. Comprehensive - Address the most common presenting symptoms, and rare, but predictable emergent symptoms -- 1,500 medical conditions. Risk Management Used in 500+ sites since 1995 without any report of errors, omissions or malpractice. User's Guide describes how to operate this reference (30 pages) Cost effective Paper-based guidelines are economical; electronic algorithms can be extremely costly

The first and only combined text/workbook training program to provide comprehensive telephone triage as well as protocol development. Written in direct, "how-to" style, it sets forth guidelines for interview and documentation skills, as well as medico-legal aspects. All of the essential guidelines and instructions are here for telephone triage that is confident, refined, and precise. ALSO AVAILABLE - INSTRUCTOR SUPPLEMENTS CALL CUSTOMER SUPPORT TO ORDER Audiotape ISBN: 0-8273-5636-6

Provide top-level obstetrics and gynecology telephone triage that is safe, efficient, and effective, with Telephone Triage for Obstetrics & Gynecology, 3rd Edition. This at-your-fingertips guide offers a wide range of current, evidence-based protocols, backed by proven patient-questioning techniques, quick-reference charts, and real-life patient scenarios.

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Adaptable to private practice, hospital, clinic, or call center, this invaluable guide will help ensure that your telephone triage standards stay high, while your practice serves individual patient situations with empathy and accuracy, right from the start. Be expertly guided through the telephone triage rigors of data-gathering, protocols, and patient education, with these vital features: NEW chapter on incorporating internet research into advice on specific protocols NEW and expanded protocols that offer updated content on preconceptual screening, infectious disease impacts on pregnancy, infertility management, and emergency contraception Quick-reference sections that arrange protocols alphabetically for fast locating Easy-to-follow, data-gathering, flowchart format that helps you quickly determine the nature and urgency of the caller's problem, and choose the appropriate intervention Easy-to-explain patient-education sections after each protocol Basic Triage Assessment Forms that address specific problems and require vital patient data Guidance on developing "telephone charisma" and the power of sympathetic listening Effective patient questioning techniques—pertinent questions to ask, types of questions, time management, getting clarification Real-life call scenarios that point out problems with not listening fully to the patient, skipping relevant questions, or exerting judgments Covers telephone triage basics, including logistical and legal considerations, assessments, telephone communication basics and challenges, and more Offers obstetric protocols, including overviews of preconceptual and infertility, early management of unintended pregnancy, fetal prenatal screening, early pregnancy evaluation and surveillance, and more Offers gynecologic protocols, including overviews of abnormal bleeding and spotting, amenorrhea, barrier contraceptives, breast complaints, emergency contraception, injectable contraceptives, intrauterine contraception, menopausal concerns, and more Vital guidance for all gynecologic nurses, obstetric nurses, certified nurse midwives, OB/GYN nurse practitioners, all triage nurses, and health professionals at call centers

This new book is a companion to *Pediatric Telephone Protocols: Office Version*, and it can also stand alone as an independent resource. *Pediatric Nurse Telephone Triage* is a pediatric nurse triage tool that has 2 major objectives. The first objective is to teach nurses how to perform nurse telephone triage using standard triage guidelines. The second objective is to educate nurses to better understand the rationale behind the Barton D. Schmitt telephone triage guidelines. Tables, figures, and algorithms are used throughout the text to illustrate, organize, and explain how to do telephone triage.

Telephone triage protocols are guidelines designed to assist in assessment and care planning. The protocols presented here are one set of guidelines containing relevant questions and advice for managing common adult urologic symptoms that patients present by phone. Also included are a documentation form, supplemental clinical information, and patient education sheets.

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This unique text serves as the foundation for pediatric emergency nursing practice and also addresses pediatric trauma care.

The number of malpractice claims And The severity of final judgments could explode under managed care. Physicians and managed care organizations are on a collision course with malpractice when patient expectations are at an all-time high, and pressures of efficiency are constantly increasing. Defensive medicine -- doing procedures or additional tests, To protect the provider will no longer work. Utilization controls will penalize you, and ultimately, limit your practice. So what's the solution? to be successful in this evolving health care environment, you've got to change with it. You've got to be informed, be prepared, and ready to coexist with it. That's precisely why you need Managed Care Success: Reducing Risk While Increasing Patient Satisfaction . You'll learn how to work with -- not against -- managed care.

This is a concise, user-friendly orientation guide and reference for new and seasoned nurses, paramedics, preceptors, educators, management teams, and anyone else in triage situations. It features a consistent format with pithy information guidelines covering key processes and practices Triage Nurses use daily. Chapters address core elements of triage such as tips for success for triage orientees and triage preceptors, point-of-entry, evaluation processes, understanding a variety of acuity scales, "red-flag" diagnoses and how to handle them, coordination and communication with other health care team members, documentation guidelines, and care considerations for special populations.

"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.

Prepare for success on the Certification for Emergency Nurses examination! Not only does Pass CEN! review all the content covered in the current exam blueprint, it includes fun yet challenging learning activities, realistic practice questions, and comprehensive practice examinations. A concise outline format and numerous illustrations make the material easy to read, understand, and remember. Written by a team of expert nursing instructors led by Robin Donohoe Dennison, this unique guide also reviews anatomy and physiology for each core body system. The accompanying online Evolve Exam Review course includes practice exams that simulate the experience of taking the actual exam. This is the all-in-one study tool you can't do without! An easy-to-follow outline format quickly and clearly delineates what you must know to pass the CEN exam. Content follows the most current CEN blueprint and eliminates extraneous information that is not likely to be tested. Learning activities provide fun and stimulating ways to learn critical concepts, such as matching questions, essays, table completion exercises, and crossword puzzles. Anatomy and physiology reviews cover each core body system Case Related Learning activities include questions on clinical reasoning and decision-making. The online Evolve Exam Review course includes: Approximately 700 practice questions with answers, rationales, test-taking strategies, and suggested references Randomized questions to let you create up to 150 different practice exams Self-assessment quizzes that allow you to select 10 to 120 questions by body system, with immediate feedback

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for answers

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

(Producer) The first video introduces the problem-solving process as it applies to the telephone triage call. This process, along with facility guidelines and protocols, presents a methodology and a support system for providing quality service and care. The second video demonstrates the interaction between the health care practitioner and the caller.

Telephone Triage Protocols for Infants and Children Age Birth to Six Years is the first and only age-based, patient-centered, completely customized guidelines specific to infants and young children. 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 was collaboratively developed over a two-year period, with the collective expertise of twenty nurses, nurse practitioners and physicians. Promotes Risk Management Since 1995, these guidelines have been used in 300-500 sites nationally without a single report of errors, omissions or malpractice. Transparent A semi-algorithmic and pattern recognition hybrid design, so users can understand and appreciate the

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why, how and where of the system elements. A Generic Guideline supports nurses in cases where existing protocols may not apply, with general descriptions of emergent, urgent, acute and non-acute conditions. User's Guide An 80-page user's guide thoroughly describes the overall design, as well as different elements, search engine strategy and terminology. Decision-making strategy A synthesis of both algorithm and heuristics or pattern recognition, the design mimics the brain's natural problem solving strategy. Medical decision expert, Vimla Patel, PhD., in research, validated this real world approach to decision-making. User Friendly Dispositions Five clearly defined, consistent dispositions promote clear follow up instructions. Users are spared frustrating searches through long lists of disposition options. Easy on your budget - electronic software can cost your facility hundreds of thousands of dollars. Even growing your own paper protocols, is time consuming, expensive and may not produce high quality results.

A most trusted authority in pediatric nursing, this book provides unmatched, comprehensive coverage of pediatric growth, development and conditions. Its unique 'age and stage' approach covers child development and health promotion as well as specific health problems organised by age groups and body systems.

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

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Resource added for the Nursing-Associate Degree 105431, Practical Nursing 315431, and Nursing Assistant 305431 programs.

Provide top-level obstetrics and gynecology telephone triage that is safe, efficient, and effective, with Telephone Triage for Obstetrics & Gynecology, 3rd Edition. This at-your-fingertips guide offers a wide range of current, evidence-based protocols, backed by proven patient-questioning techniques, quick-reference charts, and real-life patient scenarios. Adaptable to private practice, hospital, clinic, or call center, this invaluable guide will help ensure that your telephone triage standards stay high, while your practice serves individual patient situations with empathy and accuracy, right from the start. Be expertly guided through the telephone triage rigors of data-gathering, protocols, and patient education, with these vital features: - NEW chapter on incorporating internet research into advice on specific protocol --NEW and expanded protocols that offer updated content on preconceptual screening, infectious disease impacts on pregnancy, infertility management, and emergency contraception - Quick-reference sections that arrange protocols alphabetically for fast locating - Easy-to-follow, data-gathering, flowchart format that helps you quickly determine the nature and urgency of the caller's problem, and choose the appropriate intervention - Easy-to-explain patient-education sections after each protocol - Basic Triage Assessment Forms that address specific problems and require vital patient data - Guidance on developing "telephone charisma" and the power of sympathetic listening - Effective patient questioning techniques-pertinent questions to ask, types of questions, time management, getting clarification - Real-life call scenarios that point out problems with not listening fully to the patient, skipping relevant questions, or exerting judgments - Covers telephone triage basics, including logistical and legal considerations, assessments, telephone communication basics and challenges, and more - Offers obstetric protocols, including overviews of preconceptual and infertility, early management of unintended pregnancy, fetal prenatal screening, early pregnancy evaluation and surveillance, and more - Offers gynecologic protocols, including overviews of abnormal bleeding and spotting, amenorrhea, barrier contraceptives, breast complaints, emergency contraception, injectable contraceptives, intrauterine contraception, menopausal concerns, and more - Vital guidance for all gynecologic nurses, obstetric nurses, certified nurse midwives, OB/GYN nurse practitioners, all triage nurses, and health professionals at call centers Your book purchase includes a complimentary download of the enhanced eBook for iOS[^], Android[^], 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 About the Clinical Editors Vicki E. Long, DNP, RN, CNM, is an Assistant Professor at the School of Nursing, University of South Carolina Aiken. Patricia C. McMullen, PhD, JD, WHNP-BC, RN, FAANP, FAAN, is a Professor and Dean of the School of Nursing, The Catholic University of America, Washington, DC.

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

Online Library Telephone Triage Protocols Guidelines

dosage chart; ibuprofen dosage chart; infant feeding guide; abdominal pain causes and characteristics; chest pain causes and characteristics; and headache causes and characteristics.

Use the symptom-focused telephone protocols or guidelines provided to develop your own telephone triage skills, guidelines, and protocols.

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