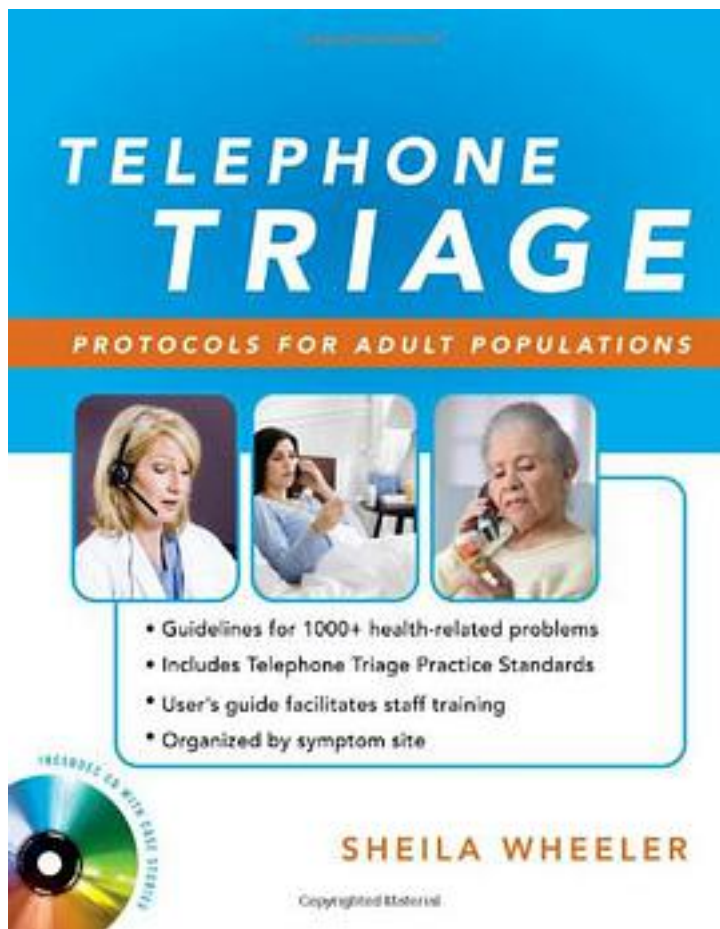


# Telephone Triage



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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](http://www.teletriage.com) Representing the latest research and standards in the field, Telephone Triage is the ultimate resource for the triage nurse.

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