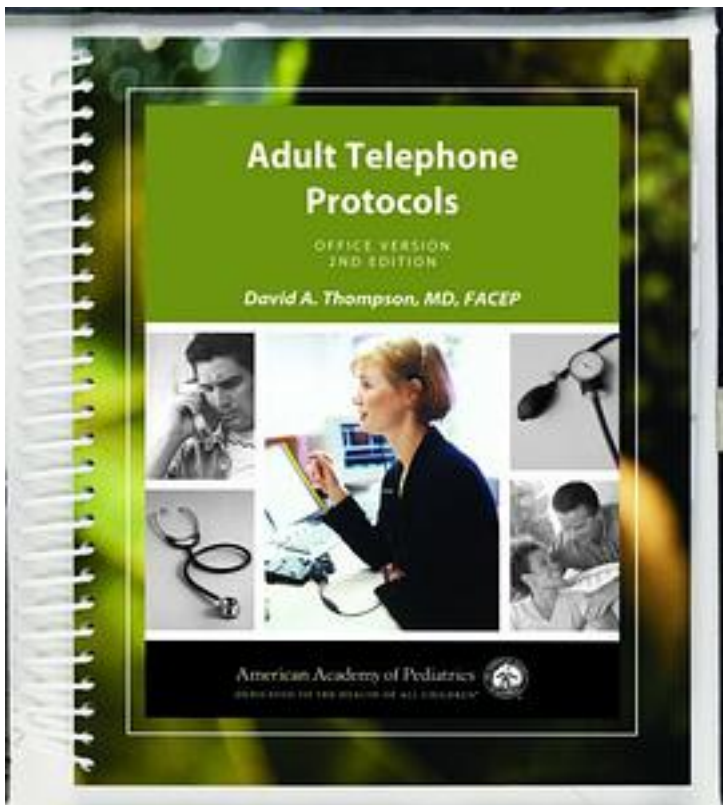


Adult Telephone Protocols



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著者:Thompson, David A.

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This powerful decision-support tool helps 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 algorithmic organization and ease-of-use features as its companion resource-Pediatric Telephone Protocols. More than 100 proven protocols cover 90% of the most common adult telephone complaints. Time-saving, care-enhancing features include highlighted triage assessment questions, practical home care advice, a handy User's Guide, over-the-counter medication advice, a quality

improvement checklist, reproducible telephone log sheets, and more. All protocols thoroughly revised and updated with New Urgent Updates--immediate Web access to protocol changes, More that 20 all-new protocols including: Alcohol Use, Abuse and Dependence, Breathing Difficulty, Confusion (Delirium), Depression, Diabetes, Elbow Pain, Foot Pain, Influenza, Palpitations, Poisoning Seizure, Sexual Assault or Rape, Substance Abuse and Dependence, Suicie Concerns.

作者介绍:

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