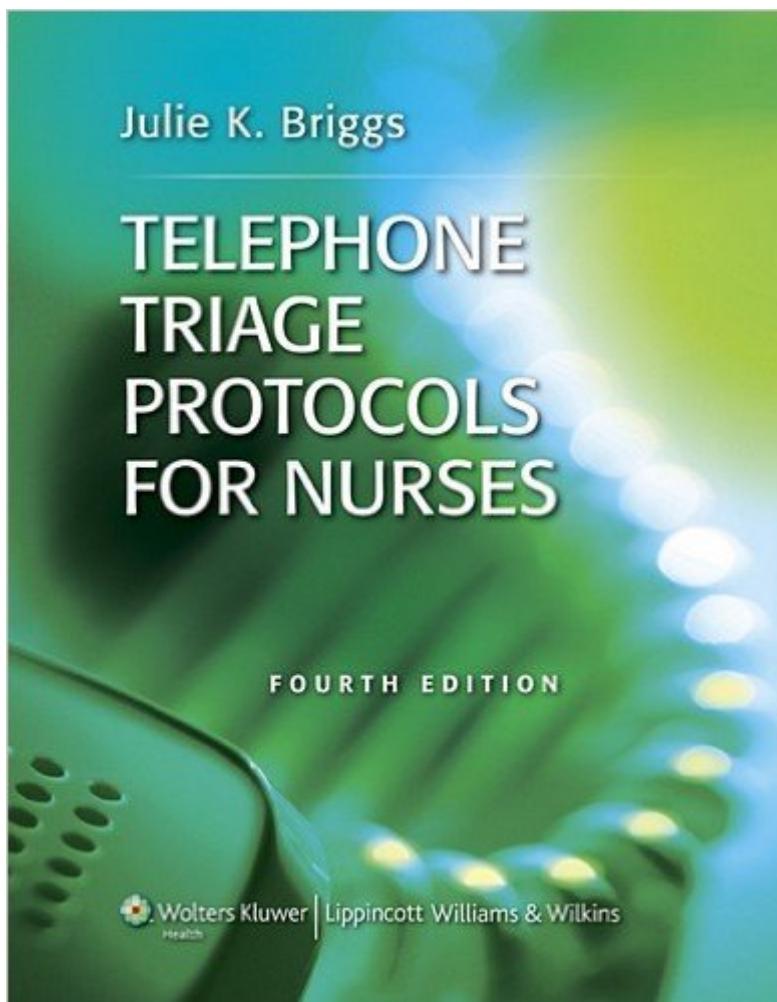


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# Telephone Triage Protocols For Nurses (Briggs, Telephone Triage Protocols For Nurses)



## **Synopsis**

Performing telephone triage requires the ability to make quick and effective decisions based on limited information. This rapid-access resource delivers 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 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. This new edition features several new protocols—“swine flu (H1N1 virus), bedbug problems, tattoo problems, and emergency contraception—as well as new information in the introductory chapter about program development, management issues, and staff development, including training. Other features include a new reminder about documentation in each protocol, a new anatomic Table of Contents, and expanded home care instructions.

## **Book Information**

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## **Customer Reviews**

I am a new triage nurse for a large clinic and wanted to make sure my pt evaluations on the phone were very thorough. I have 8 years experience in critical care and found it difficult as a triage nurse to try to remember all pertinent questions to narrow down a problem. This Book is an excellent resource to do this and I can find the section I need by quickly looking at the index first. I especially

find the way the sections are set up very user friendly and they are straight to the point with spot on recommendations. I get a lot of pt's that refuse to come in for medical care so the home care information is invaluable for these situations. I have had a few unique incidences where there wasn't information in the book on their medical problems but usually it's in there. I highly recommend this easy to use book. It certainly has made my job easier!

I am new to taking triage calls and know people's lives and my license are on the line. This book has been a lifesaver. I've marked the pages with my most common calls and can quickly turn to them. The only drawback is there is no stroke protocol in it.

Clear and concise. Well organized. As a pediatric advice nurse I am mostly interested in the portion of this book dealing with children. I quite liked the introduction with overall guidelines for telephone triage.

This is truly the triage nurses bible! I find it reasonably easy to quickly and effectively search for the correct protocol. The advise is generally insightful and typically helpful. I recommend it for triage nurses in internamal medicine, ED's or call centers.

just took a job doing remote triage and medical monitoring via phone. its amazing how many things you can ask to get information. Not having the patient there in front of you makes it very hard. This book actually provides quite a bit of information, and to be honest, once you see some of the questions you might think to yourself 'holy crap, that's really obvious'. But I found that after reading the protocol once or twice it sticks. It also offers 'first aid' or 'home care' which is really helpful. My only issue with it is that when it says to consider other protocols, it does not link to them. you have to go back to the table of contents, find the protocol, and go to that. If it had links within the protocols themselves, to the other suggested protocols, I'd give it 5 stars. Not sure if it is helpful at all, but I've been an RN for 6 years now, 5 of which has been spent in the ER/Trauma.

I love this book it has been a great help to me on my new triage job. I have no experience in this area and started working triage about a month ago. I feel that it help to have this guide to ask important questions during your assessments over the phone. Great tool to use!!!

This book is really helpful! I am a telephone triage nurse and I use this everyday. Very detailed and

my co workers have asked me where can they buy this book. I'd recommend this for a family practice setting.

I use this book at work. I didn't have time to wait for a hard copy and eventually wanted one for myself. I have used it very easily at work. All I have to remember is to charge my I Pad before I go to work!

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