

# telephone triage training for nurses

**\*\*Mastering Telephone Triage Training for Nurses: Enhancing Patient Care from a Distance\*\***

**telephone triage training for nurses** is an essential skill set that has grown increasingly important in today's healthcare environment. With more patients seeking medical advice remotely, nurses must be adept at assessing symptoms, prioritizing care, and providing guidance—all without the benefit of face-to-face interaction. This specialized training not only empowers nurses to make critical decisions confidently but also improves patient outcomes by ensuring timely and appropriate care. Let's explore what telephone triage training entails, why it's vital, and how nurses can excel in this demanding yet rewarding role.

## What Is Telephone Triage Training for Nurses?

Telephone triage training for nurses involves equipping healthcare professionals with the knowledge and tools to assess patients' conditions over the phone. Unlike traditional clinical encounters, triage nurses rely solely on verbal communication and clinical judgment to determine the urgency of a patient's symptoms and recommend the appropriate next steps. This might include advising self-care at home, scheduling an urgent clinic visit, or directing the patient to emergency services.

The training encompasses a broad range of topics including symptom assessment, risk stratification, effective communication techniques, and legal considerations. Nurses learn to use standardized protocols and decision-support tools, which help maintain consistency and safety in triage decisions.

## Key Components of Telephone Triage Training

Telephone triage training typically covers several crucial areas:

- **\*\*Clinical assessment skills:\*\*** Understanding common symptoms and red flags.
- **\*\*Communication proficiency:\*\*** Active listening, empathy, and clear instructions.
- **\*\*Use of triage software or algorithms:\*\*** Applying structured guidelines.
- **\*\*Documentation and legal knowledge:\*\*** Maintaining accurate records and understanding liability.
- **\*\*Cultural competence:\*\*** Tailoring communication to diverse patient backgrounds.

Each of these components plays a vital role in ensuring that nurses can handle calls efficiently while prioritizing patient safety.

# Why Is Telephone Triage Training Important for Nurses?

In the modern healthcare landscape, the demand for telephone triage services has surged. Factors like increased patient access to telehealth, the need to reduce unnecessary emergency room visits, and the ongoing challenges posed by public health crises have all contributed to this trend.

Without proper training, nurses might feel uncertain when making triage decisions remotely, which can lead to over-referral or underestimation of patient needs. Telephone triage training for nurses bridges this gap by building confidence and accuracy.

Additionally, well-trained triage nurses help healthcare systems by:

- **Reducing wait times and overcrowding** in emergency departments.
- **Improving patient satisfaction** through timely and appropriate advice.
- **Lowering healthcare costs** by preventing unnecessary visits.
- **Supporting chronic disease management** by guiding patients on when and how to seek care.

## Impact on Patient Safety and Outcomes

Telephone triage is a first line of defense for many patients. When nurses can accurately assess symptoms such as chest pain, shortness of breath, or sudden neurological changes over the phone, they can expedite life-saving interventions. Conversely, they can reassure patients with minor ailments, preventing anxiety and unnecessary healthcare utilization.

Research shows that telephone triage, when performed by trained nurses using evidence-based protocols, maintains high levels of patient safety and satisfaction. This highlights the value of investing in comprehensive telephone triage training programs.

## Essential Skills Developed Through Telephone Triage Training for Nurses

Successful telephone triage requires a blend of clinical expertise and interpersonal skills. Training focuses on honing these abilities to navigate the unique challenges of remote patient assessment.

## Effective Communication and Active Listening

Since triage nurses cannot see the patient, listening carefully to verbal cues is paramount. Training emphasizes how to ask open-ended questions, clarify ambiguous symptoms, and detect nuances such as tone of voice or hesitation that may indicate severity.

Nurses also learn how to provide clear, concise instructions and reassure patients without giving false hope. Empathy and patience are critical, particularly when dealing with anxious or distressed callers.

## **Critical Thinking and Decision-Making**

Telephone triage often involves making rapid decisions with limited information. Nurses must weigh factors such as patient age, past medical history, and symptom progression to determine urgency.

Training includes case studies and simulations that develop clinical reasoning skills. Nurses practice applying triage algorithms while remaining flexible and responsive to individual patient contexts.

## **Documentation and Legal Awareness**

Accurate documentation of each call is vital for continuity of care and legal protection. Telephone triage training teaches best practices for recording histories, advice given, and follow-up instructions.

Nurses are also educated on regulations regarding patient confidentiality and consent, as well as liability issues specific to telephone assessments.

## **How to Choose the Right Telephone Triage Training Program**

With the growing need for telephone triage expertise, numerous training programs are available, ranging from online courses to in-person workshops. Selecting the right program depends on several factors:

- **Accreditation and credibility:** Look for programs endorsed by recognized nursing or healthcare organizations.
- **Curriculum comprehensiveness:** Ensure the training covers clinical, communication, and legal aspects.
- **Practical components:** Hands-on simulations and role-playing enhance skill acquisition.
- **Flexibility:** Online or hybrid options may better fit working nurses' schedules.
- **Continuing education credits:** Some courses offer credits that contribute to professional development requirements.

Many healthcare employers also provide internal telephone triage training tailored to their specific protocols and patient populations.

## **Tips for Maximizing Training Benefits**

To get the most out of telephone triage training for nurses, consider the following:

- Engage actively in simulation exercises to practice real-world scenarios.
- Seek feedback from instructors and peers to refine communication techniques.
- Stay current with updated triage protocols and telehealth technologies.
- Reflect on actual triage calls to identify areas for improvement.
- Network with fellow triage nurses to share experiences and best practices.

## **The Future of Telephone Triage and Nursing Roles**

As telemedicine continues to expand, telephone triage training for nurses will remain a cornerstone of remote patient care. Emerging technologies like AI-driven symptom checkers and voice recognition tools are beginning to augment nurse-led triage, but the human element—clinical judgment and empathy—remains irreplaceable.

Nurses who invest in telephone triage skills position themselves as vital assets within multidisciplinary teams, capable of managing increasing patient volumes with efficiency and compassion.

Hospitals, clinics, and telehealth providers are likely to prioritize ongoing training and certification to keep pace with evolving standards and patient expectations.

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Telephone triage training for nurses is more than just a skill—it's a commitment to improving patient care beyond traditional settings. By mastering the art of remote assessment and communication, nurses can make a profound difference, guiding patients safely through uncertainty with knowledge and kindness. Whether you're a nurse new to telephone triage or looking to enhance your expertise, embracing comprehensive training opens doors to new opportunities and a deeper impact in healthcare.

## **Frequently Asked Questions**

### **What is telephone triage training for nurses?**

Telephone triage training for nurses equips them with the skills to assess patients' symptoms and health concerns over the phone, helping to determine the urgency of care needed and providing appropriate advice or referrals.

## **Why is telephone triage training important for nurses?**

Telephone triage training is important because it enhances patient safety, improves communication skills, ensures accurate assessment without physical examination, and helps manage healthcare resources efficiently by directing patients to the appropriate level of care.

## **What are the key skills taught in telephone triage training for nurses?**

Key skills include active listening, effective communication, critical thinking, use of clinical decision support tools, risk assessment, documentation, and knowledge of protocols for various medical conditions.

## **Are there any certifications available for telephone triage nursing?**

Yes, nurses can obtain certifications such as the Telehealth Nursing Certification (TNC) offered by the American Nurses Credentialing Center (ANCC) or specialized telephone triage courses provided by various healthcare organizations.

## **How does telephone triage training improve patient outcomes?**

Telephone triage training improves patient outcomes by ensuring timely and accurate assessment, reducing unnecessary emergency visits, providing clear self-care instructions, and facilitating early intervention when needed.

## **What challenges do nurses face during telephone triage and how does training help?**

Challenges include lack of visual cues, managing high call volumes, and making decisions with limited information. Training helps by providing standardized protocols, improving communication techniques, and enhancing clinical judgment skills.

## **Can telephone triage training be done online for nurses?**

Yes, many institutions and organizations offer online telephone triage training programs that include interactive modules, case studies, and assessments, making it accessible and convenient for nurses to complete.

## **Additional Resources**

Telephone Triage Training for Nurses: Enhancing Remote Patient Assessment Skills

**Telephone triage training for nurses** has increasingly become an indispensable component of modern healthcare delivery, especially as telehealth services expand and patient expectations evolve. This specialized training equips nurses with the critical skills required to assess patient conditions accurately over the phone, make informed decisions, and prioritize care effectively without the benefit of physical examination. As healthcare systems strive for efficiency and safety, understanding the nuances of telephone triage training is vital for both nursing professionals and healthcare administrators.

## The Growing Importance of Telephone Triage in Healthcare

The rise of telemedicine and remote consultations has transformed how patients access healthcare services. Telephone triage allows nurses to perform initial patient assessments, provide advice, or direct patients to appropriate levels of care, reducing unnecessary emergency department visits and optimizing resource utilization. Studies indicate that effective telephone triage can decrease healthcare costs by minimizing non-urgent hospital admissions and improving patient satisfaction through timely guidance.

However, telephone triage is challenging because nurses must rely solely on verbal communication, clinical judgment, and standardized protocols. Consequently, telephone triage training for nurses plays a pivotal role in preparing them to navigate these complexities with confidence and precision.

## Core Components of Telephone Triage Training for Nurses

Comprehensive telephone triage training programs encompass a range of essential competencies:

- **Communication Skills:** Nurses learn techniques to elicit clear and relevant information from patients, including active listening, clarifying questions, and managing distressed callers.
- **Clinical Decision-Making:** Training emphasizes the use of evidence-based algorithms and clinical guidelines to assess symptom severity and urgency.
- **Documentation and Legal Considerations:** Accurate recording of the interaction and understanding medico-legal responsibilities are crucial elements.
- **Risk Management:** Nurses are taught to identify red flags that indicate serious conditions requiring immediate intervention.
- **Technological Proficiency:** Familiarity with triage software and electronic health records enhances efficiency and consistency.

These elements are often integrated into simulated call scenarios, allowing nurses to practice and refine their triage skills in a controlled environment.

## Evaluating the Effectiveness of Telephone Triage Training

Various studies have assessed the impact of structured telephone triage training on clinical outcomes and nurse performance. One randomized trial demonstrated that nurses who completed formal telephone triage training protocols showed a 30% improvement in accurate urgency assessment compared to untrained counterparts. Additionally, patient satisfaction surveys often reflect higher approval ratings when calls are handled by specially trained triage nurses.

Despite these benefits, the quality and content of telephone triage training programs vary widely across institutions. Some programs rely heavily on didactic lectures, while others utilize interactive modules and real-time feedback. The most effective training blends theoretical knowledge with practical application, tailored to the specific healthcare setting.

## Challenges in Implementing Telephone Triage Training

While the advantages are clear, healthcare organizations face several obstacles when implementing telephone triage training for nurses:

- **Resource Constraints:** Time and financial limitations can hinder comprehensive training program development.
- **Variability in Protocols:** Lack of standardized triage algorithms leads to inconsistent training quality.
- **Technological Barriers:** Inadequate access to or training on triage software can reduce effectiveness.
- **Resistance to Change:** Some nursing staff may be hesitant to adopt telephone triage practices due to unfamiliarity or perceived complexity.

Addressing these challenges requires strategic planning, investment in continuing education, and leadership commitment to fostering a culture that values telephone triage as a critical skill.

# Comparing Telephone Triage Training Models

Several models of telephone triage training are prevalent in the healthcare industry, each with distinct advantages:

## In-House Training Programs

Hospitals and clinics often develop customized training tailored to their patient populations and clinical protocols. These programs allow for close alignment with institutional policies but may lack external validation or benchmarking.

## Commercial and Online Courses

Numerous accredited online courses offer flexible, standardized training modules covering communication skills, clinical guidelines, and software use. These courses provide scalability and consistency but may require adaptation to local practice environments.

## Hybrid Approaches

Combining online theoretical modules with in-person simulations or mentorship offers a balanced approach that leverages the strengths of both formats, promoting experiential learning while maintaining flexibility.

The choice of training model often depends on organizational priorities, budget considerations, and nurse availability.

## The Role of Technology in Telephone Triage Training

Advances in technology have enhanced telephone triage training through the incorporation of virtual simulations, artificial intelligence (AI), and decision-support tools. Virtual patient encounters simulate a wide range of clinical scenarios, providing nurses with immersive practice opportunities.

AI-powered triage algorithms assist nurses by analyzing patient responses in real-time and suggesting possible diagnoses or urgency levels. Training programs increasingly integrate these tools to prepare nurses for working alongside technology-enhanced systems, ensuring they can interpret AI recommendations critically and maintain clinical autonomy.



# Benefits of Integrating Technology

- **Improved Consistency:** Standardized scenarios reduce variability in training quality.
- **Immediate Feedback:** Automated systems provide real-time evaluation and coaching.
- **Scalability:** Training can reach a larger number of nurses across different locations.
- **Enhanced Engagement:** Interactive modules promote active learning over passive instruction.

Nevertheless, reliance on technology must be balanced with human judgment to avoid overdependence on automated systems.

## Future Directions in Telephone Triage Training

As healthcare continues to embrace remote care modalities, telephone triage training for nurses will evolve accordingly. Emerging trends include:

- **Integration with Telehealth Platforms:** Expanding training to encompass video triage and remote monitoring technologies.
- **Personalized Learning Paths:** Utilizing data analytics to tailor training content based on individual nurse performance and knowledge gaps.
- **Interdisciplinary Collaboration:** Training programs incorporating input from physicians, IT specialists, and patient advocates to create holistic approaches.
- **Global Standardization:** Development of international standards and certifications to ensure consistent triage quality worldwide.

These advancements aim to enhance patient safety, optimize nurse efficiency, and reduce healthcare disparities through improved telephone triage capabilities.

In summary, telephone triage training for nurses represents a critical investment in healthcare quality and accessibility. By fostering strong communication, clinical acumen, and technological proficiency, these programs empower nurses to navigate the complexities of remote patient assessment, ultimately contributing to better outcomes and more efficient healthcare systems.

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**telephone triage training for nurses: Telephone Triage Protocols for Nurses** Julie K. Briggs, 2007 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 dosage chart; ibuprofen dosage chart; infant feeding guide; abdominal pain causes and characteristics; chest pain causes and characteristics; and headache causes and characteristics.

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**telephone triage training for nurses: Telephone Triage for Otorhinolaryngology and Head-neck Nurses** Cindy Dawson, Margaret Hickey (RN.), 2011 Provide efficient patient assessments over the telephone with this handy reference! As healthcare delivery continues to shift from a predominantly inpatient setting to ambulatory care, telephone triage has become an increasingly important competency for nurses to master, especially for those working with patients with otorhinolaryngology issues. Telephone Triage for Otorhinolaryngology and Head-Neck Nurses provides symptom-specific guidelines, to handle patients' common concerns. Cindy J. Dawson, Margaret M. Hickey, and Susan Newton have brought together nurses who specialize in otorhinolaryngology and head-neck care to share their expertise for 38 suggested symptom protocols, including special considerations for pediatric patients. Chapters on triage models, tips on performing triage, how to conduct an assessment over the telephone, and legal concerns round out the book for a complete resource. This text can serve as a handy guide for telephone triage training, as well as establishing a formal telephone triage nursing program within an otorhinolaryngology practice. When patients call, Telephone Triage for Otorhinolaryngology and Head-Neck Nurses provides valuable information at your fingertips. Book jacket.

**telephone triage training for nurses: Emergency Nursing 5-Tier Triage Protocols, Second Edition** Julie K. Briggs, Valerie Arne Grossman, 2019-09-28 "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 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

**telephone triage training for nurses: Wong's Nursing Care of Infants and Children - E-Book** Marilyn J. Hockenberry, 2022-12-23 \*\*American Journal of Nursing (AJN) Book of the Year Awards, 1st Place in Child Health\*\*Provide quality nursing care through each stage of child development! Wong's Nursing Care of Infants and Children, 12th Edition uses an easy-to-follow, family-centered approach to describe the care of children at each age and stage of development. The book begins with a discussion of the influences on and assessment of child health, then provides chapters on child health promotion and health problems — all organized by age groups and body systems. Up-to-date, evidence-based information helps you develop critical thinking skills along with the sensitivity needed to become a compassionate, caring pediatric nurse. Written by a team of experts led by Marilyn J. Hockenberry, Wong's continues to be the leading text in pediatric nursing. - Focus on family-centered care emphasizes the role and influence of the family in child health and illness with a separate chapter and Family-Centered Care boxes. - Full-color drawings and photographs reflect the latest in nursing care. - Nursing Care Guidelines boxes offer clear, step-by-step instructions for interventions in a variety of situations and conditions, and Nursing Care Plan boxes included expected patient outcomes and rationales for nursing interventions. - Nursing Tips include helpful hints and practical, clinical information. - Translating Evidence into Practice and Applying Evidence to Practice boxes help you apply research to improve the outcomes of nursing care. - Atraumatic Care boxes contain techniques for care that manage pain, discomfort, or stress, along with approaches to promote self-esteem and prevent embarrassment. - Emergency Treatment boxes serve as a quick reference for interventions in critical situations. - Cultural Considerations and Cultural Competence content provides tips from clinical experts. - Community and Home Health Considerations boxes address issues such as increasing immunization rates, decreasing smoking among teens, and preventing lead poisoning. - Drug Alerts highlight important drug-related

information for safe, appropriate care. - Nursing Alerts call out critical considerations such as key assessment data, risk factors, and danger signs that must be considered in providing care. - Research Focus boxes emphasize research with concise reviews of important evidence.

**telephone triage training for nurses: Wong's Essentials of Pediatric Nursing - E-Book**  
Marilyn J. Hockenberry, David Wilson, Cheryl C Rodgers, 2021-03-05 \*\*Selected for Doody's Core Titles® 2024 with Essential Purchase designation in Pediatrics\*\*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 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.

**telephone triage training for nurses: Wong's Nursing Care of Infants and Children Australia and New Zealand Edition - For Professionals** Lisa Speedie, Andrea Middleton, 2021-11-09 This new text has been adapted from the highly trusted Wong's Nursing Care of Infants and Children to provide a reference for professional nurses working in paediatric and child and family health settings in Australia and New Zealand. The content covers all aspects of infant, child and adolescent care, including anatomy and physiology, child and adolescent mental health, nursing care guidelines, critical thinking, family-centred care, rural and remote health, cultural and psychosocial considerations, common presenting conditions, and therapeutic management. With input from leading local expert paediatric clinicians and academics, and carefully curated for practising paediatric nurses, and nurses newly entering paediatrics, the text aligns with local professional standards, health policies, legal and ethical considerations and population data. - Well-established, comprehensive text that focuses on clinical relevance for professional nurses - Covers all aspects of infant, child and adolescent health through an assessment and management approach - Foundational information builds a solid knowledge base in paediatric nursing - Written to help nurses develop a deeper understanding of the psychosocial needs of infants, children, adolescents and their families - Case studies and research questions to build critical thinking skills - Aligned to National Safety and Quality Health Service (NSQHS) Standards - User-friendly, accessible content suitable for practising

paediatric nurses across a variety of clinical settings and geographic locations

**telephone triage training for nurses:** *Telephone Triage for Obstetrics & Gynecology* Vicki Long, Patricia McMullen, 2018-03-05 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 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

**telephone triage training for nurses:** *Nurse's Legal Handbook* Kathy Ferrell, 2015-08-31 An authoritative guide to the legal and ethical issues faced daily by nurses, this handbook includes real-life examples and information from hundreds of court cases. It covers the full range of contemporary concerns, including computer documentation, workplace violence and harassment, needlesticks, telephone triage, pain management, prescribing, privacy, and confidentiality. An entire chapter explains step-by-step what to expect in a malpractice lawsuit.

**telephone triage training for nurses: Telephone Triage** Sheila Q. Wheeler, Judith H. Windt, 1993 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

**telephone triage training for nurses: Nurse's Legal Handbook**, 2004 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.

**telephone triage training for nurses: Telenursing** Charles C. Sharpe, 2000-11-30 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.

**telephone triage training for nurses: Nursing in Haematological Oncology** Maggie Grundy, 2006-06-09 The eBook version of this title gives you access to the complete book content electronically\*. Evolve eBooks allows you to quickly search the entire book, make notes, add highlights, and study more efficiently. Buying other Evolve eBooks titles makes your learning experience even better: all of the eBooks will work together on your electronic bookshelf, so that you can search across your entire library of Nursing eBooks. \*Please note that this version is the eBook only and does not include the printed textbook. Alternatively, you can buy the Text and Evolve eBooks Package (which gives you the printed book plus the eBook). Please scroll down to our Related Titles section to find this title. Haematological oncology is a rapidly advancing and exciting field of medicine. This is the first British textbook addressing haematological oncology written specifically for nurses. The book is intended for qualified nurses working with, or having an interest in, haematological malignancies and will also be useful to student nurses and those undertaking specialist courses. The second edition of this successful text has been fully revised and updated throughout in line with recent developments in clinical practice. There are seven new chapters and expanded sections on bone marrow transplant, the immune system and palliative care. - Comprehensive coverage of nursing issues in hematological malignancies providing everything a newcomer will need to know - Addresses the role of chemotherapy, radiotherapy, and blood marrow transplant treatments in haematological oncology to enable effective management of patients - Discusses pertinent daily issues for practicing nurses including oral care, nausea and vomiting, nutrition, infection control, social and psychological issues - Reflection points provide an active reading experience and illuminate ideas and issues within the text - Six new chapters: Research Priorities; Leadership Issues for Specialist Nurses; Fatigue; Adolescent Issues; Addressing the Needs of Families; Immune Modulators and Novel Therapies - Expanded information on bone marrow transplant, the immune system and palliative care - Improved design and layout - New expert contributors to provide the latest information on their field

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