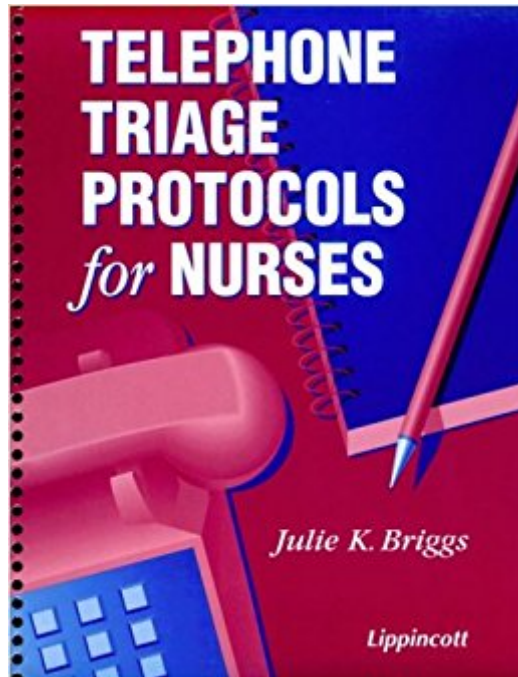




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Telephone Triage Protocols For Nurses



Synopsis

This manual presents approximately 200 adult, child and maternal protocols and their related home care instructions. It aims to help the reader quickly detect the urgency of a caller's problem by suggesting appropriate questions, grouped according to the degree of urgency. The nurse should then be able to assess the severity of the problem and the need of medical intervention. It should help decide who needs immediate medical attention, who should be seen within 24 hours and who can be monitored at home. In addition the text addresses legal issues, lessening the risk of liability. A format is provided for setting up a personal telephone triage programme.

Book Information

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Average Customer Review: 4.7 out of 5 stars 10 customer reviews

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Customer Reviews

If the armed forces uses it and bases their clinical practice guidelines on it, it's got to be good, right?

It is. I use this book in nurse telephone triage for a military pediatric clinic with 2700 patients. The

book is spiral bound and easy to flip pages, and the pages stay open to the topic you are using.

Topics are alphabetized which saves time when searching for a certain topic. There is a very useful

table of contents at the front. The home care instructions are straight forward and acceptable to our

parents. It doesn't have all the topics you would need (that's what pediatricians are for), but tab

topics you use most, add a drug book and a pediatrician, and you're ready to go.

great product !!

Thanks for your prompt delivery of this book. I use it at work, not daily, but enough that it comes in very handy. I think it helps me be a better triage person.

I love to have this book handy to use at home when family members ask for advice. We use this book at work.

Read the 5th Edition : No protocol for nausea and chest tube problem, I wonder if the author forgot to add it on. Triaged an MI patient who just had a nausea as her chief complaint. Also, I had a call about patient whose chest tube was not draining and sent him to the ER for CXR. Would be nice if Ms. Briggs can advice please?

When it came time to select a book to use as a guideline for triage assessment, I searched through 15 books and a couple of computerized systems. This book is the easiest to follow, without being too simplistic. The format is exceptional and key questions are clear, concise and still open-ended enough to prevent "leading" your patient. There are cross-references for each complaint, as well as home care measures for each ailment. The final points are the blank formatted pages for writing your own protocols, and tracking charts to complete QA. 5 stars hardly seem enough!

This book is exactly what every health care professional needs when performing a quick yet thorough triage assessment. When telephone triage phone time is limited and you need information FAST this book meets the demand for knowledge. You just can't pass this one up can also beneficial to those performing "face-to-face" triage assessments. The author did a GREAT job with this !!!

I have read and used several telephone triage books for our very busy department. This is the one book our staff uses first and most. The patient complaints are laid out by system, making the protocols quick to find and easy to follow. I recommend it to anyone!

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