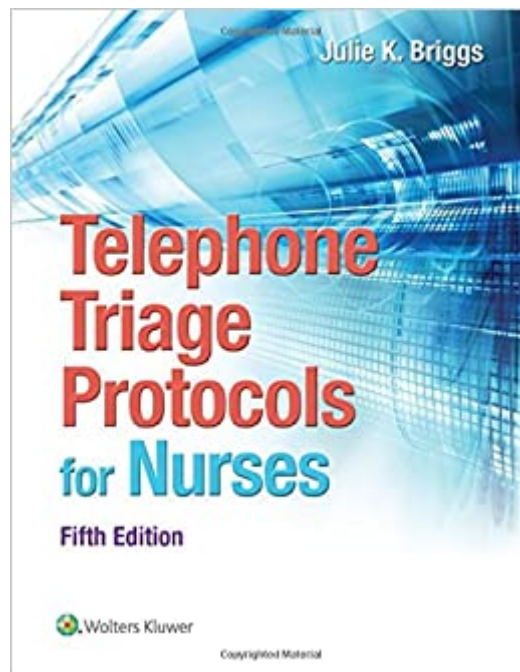




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# Telephone Triage Protocols For Nurses (Briggs, Telephone Triage Protocols For Nurses098227)



## Synopsis

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**Telephone Triage Protocols for Nurses, fifth Edition** Performing telephone triage requires the ability to make quick and effective decisions based on limited information. Telephone Triage Protocols for Nurses, 5th Edition is your rapid-access resource, delivering more than 200 triage protocols for evaluating patients' symptoms over the telephone. Each symptom entry lists questions, grouped by urgency level, to determine whether the patient 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 provided. Simple, direct, and useful, this is the most comprehensive and user-friendly telephone triage book available. Evaluate patients quickly and accurately, with this indispensable guide.

**NEW:** Protocols for altered mental status; rectal bleeding; and shingles

**NEW:** Content on phone triage program development and quality improvement

Flow chart format leads you from yes or no answers about symptoms to development of assessment, and specific care recommendations

Quick-read format helps you provide fast and effective evaluations, even with limited patient information

Easy-to-follow A to Z organization

•by body system and by disease

•helps you find topics quickly

Detailed home care instructions help you advise callers fully

Questions about symptoms are grouped by urgency level to aid you in making quick, accurate assessments

Icons indicate maternity and pediatric considerations

Helps you avoid pitfalls such as accepting patients' inaccurate self-diagnosis or not assessing patients fully

Best practice recommendations guide instructors on telephone triage safety; roles and responsibilities; training guidelines; and medical- legal safeguards

Essential for all clinical nurses and practitioners charged with performing triage

## Book Information

Series: Briggs, Telephone Triage Protocols for Nurses098227

Spiral-bound: 624 pages

Publisher: LWW; Fifth edition (July 16, 2015)

Language: English

ISBN-10: 1451194293

ISBN-13: 978-1451194296

Product Dimensions: 1 x 7.5 x 8.8 inches

Shipping Weight: 2.4 pounds (View shipping rates and policies)

Average Customer Review: 4.9 out of 5 stars 29 customer reviews

Best Sellers Rank: #37,174 in Books (See Top 100 in Books) #11 in [Books > Textbooks >](#)

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## Customer Reviews

Julie Briggs RN, BSN, MHA is the Medical Management RN Coordinator for the Providence Health Plan in Portland, OR and spent 14 years as Director of Emergency/Ambulatory Treatment Center at the Good Samaritan Hospital in Puyallup, WA. A certified FEMA instructor, she has served as a nurse legal consultant and provided high quality training and consultation in program development and quality measures.

If you're an RN new to ambulatory practice this book is a lifesaver. I went from acute care in oncology to internal medicine where we maintain a lot of elderly patients with multiple co-morbidities, it is imperative that your phone triage is impeccable when deciding whether to send them out for cough syrup or head for the emergency room. This book will help.

Easy to use. My Clinic uses the same one in their training of Triage Nurses. Highly recommended.

Easy to use; like it because it is spiral bound and can be easily flipped through. Like the way the book systematically highlights the questions and areas of importance within a section (i.e., regular questions, then a what to really watch for/life threatening)Also nice that it cross references sections; for example, abdominal pain could also be a chest process and directs one to access both sectionsI got this for my volunteer nurses at the free clinic and I think (hope) it will help them be more systematic and consistent with their triage.

Excellent for people who have to telephone triage.

I love this book! It's very helpful and easy to use especially when triaging calls if you are unsure about something this is a great reference although I wish it was bigger/had more subjects

This book clearly and concisely helps ANY telephone triage nurse. Great categories from bee stings to chest pain. I have been looking around for a good book and found a GREAT one.

Very useful and easy to follow. Makes Triage easy.

Department love it.

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