



# TELE-NURSE

## Telephone Triage Protocols

**Sandi Lafferty • Marijo Baird**

*Smelly Breathing • Cough • Sudden Heart Pain • Fever  
Allegation Onset • Nausea and Vomiting • Back Pain  
Falling Loss • Loss of Consciousness • Seizure • Stroke  
Unconscious in Adult or Child • Reaction to Medication • Falls*



# Tele Nurse Telephone Triage Protocols

**Marilyn J. Hockenberry, David  
Wilson, Cheryl C Rodgers**



## **Tele Nurse Telephone Triage Protocols:**

Tele-nurse Sandi Lafferty, Marijo Baird, 2001 When a patient calls a medical provider with questions or to report symptoms a nurse experienced in telephone triage will likely take the call The goals of the triage nurse are to gain the confidence of the patient relieve anxiety obtain relevant information about the patient s symptoms assess the information and determine the level of medical intervention needed The triage nurse is an experienced practitioner with excellent communication and interpersonal skills This reference offers an overview to telephone triage identifies liability and risk issues describes the protocol or guideline structure discusses a typical model flow chart of a triage call and provides specific protocols by which the nurse obtains information leading to an assessment A new telephone triage nurse can benefit from the information provided in this reference

**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

**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: Protocols for Adult Populations** Sheila . Wheeler, 2009-04-24 The Most Comprehensive and User Friendly Adult Telephone Triage Protocols Available From a Pioneer in the Field This is a well thought out and organized tool for those involved in telephone advice and triage It has many unique features not normally found in triage protocols including research related to medical error decision support and critical thinking The references are extensive It is a necessary addition to the library of anyone involved in telephone triage and this update is an essential replacement for the previous protocols book 3 Stars Doody s Review Service Written by Sheila Wheeler one of the world s

leading experts in telephone triage this functional reference provides the guidelines nurses need for the safe effective and fast disposition of 1 000 health related problems by telephone Organized by anatomical site and written in lay language Telephone Triage eliminates the extra step of translating home treatment first aid or self assessment instructions when performing telephone triage with the layperson The format incorporates a critical thinking process that mimics how nurses naturally solve problems in real world situations This 4 in 1 package contains everything you need to implement a telephone triage program Comprehensive training protocols standards and a CD with case studies for analysis and critique plus an optional telehealth continuing education website Features Users Guide complete with insightful FAQs Protocols wide range of common diseases including Women s Health Documentation Form ensures proper procedure documentation and risk management Standards Comprehensive practice standards for practitioners and programs CD ROM contains 10 case studies for discussion and analysis Continuing Education An accompanying website to earn CE credit online at [www.teletriage.com](http://www.teletriage.com) Representing the latest research and standards in the field Telephone Triage is the ultimate resource for the triage nurse

*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

**Liability Issues in Perinatal Nursing**, 1999 Inside this comprehensive reference you'll find in depth coverage of the liability risks common to obstetric and neonatal settings From the basics of healthcare law and its relation to clinical practice to detailed discussions aimed at specific liability challenges this resource prepares you for the professional and legal responsibilities of today's perinatal nursing

**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

**Telehealth Triage for Nurses** Casey Louis Moran, A comprehensive guide for nurses transitioning to virtual healthcare delivery offering practical strategies for effective patient care through digital platforms This essential resource bridges the gap between traditional nursing skills and telehealth practice providing step by step guidance for conducting virtual assessments managing remote patient relationships and ensuring quality care without physical presence The handbook thoroughly explores telehealth triage protocols virtual communication techniques and specialized approaches for different patient populations Readers will discover practical solutions for common challenges including screen fatigue home office ergonomics and maintaining professional boundaries while working remotely Featuring detailed case examples assessment templates troubleshooting guides and triage protocols this practical manual prepares nurses for every aspect of telehealth practice The content progresses from foundational telehealth concepts through advanced skills including virtual crisis management and quality improvement initiatives Particularly valuable for nurses new to telehealth experienced virtual practitioners seeking to enhance their skills and nursing educators developing telehealth training programs This resource transforms telehealth nursing from a technological challenge into an opportunity for expanded practice and improved patient access through clear actionable guidance Equips readers with the confidence and competence to provide exceptional nursing care in the rapidly evolving virtual healthcare environment

**BOPOD - Wong's Nursing Care of Infants and Children** Marilyn J. Hockenberry, David Wilson, 2014-01-30 The most trusted authority in pediatric nursing Wong's Nursing Care of

Infants and Children provides unmatched comprehensive coverage of pediatric growth development and conditions Its unique age and stage approach covers child development and health promotion as well as specific health problems organized by age groups and body systems Leading pediatric experts Dr Marilyn Hockenberry and David Wilson provide an evidence based clinical perspective based on nearly 30 years of hands on experience Easy to read and extensively illustrated this edition focuses on patient centered outcomes and includes updates on topics such as the late preterm infant immunizations the H1N1 virus and childhood obesity A clear straightforward writing style makes content easy to understand Unique Evidence Based Practice boxes help you apply both research and critical thought processes to support and guide the outcomes of nursing care Unique Atraumatic Care boxes contain techniques for care that minimize pain discomfort or stress Unique Critical Thinking exercises help you test and develop your own analytical skills A unique focus on family content emphasizes the role and influence of the family in health and illness with a separate chapter discussions throughout the text and family centered care boxes Nursing Care Guidelines provide clear step by step detailed instructions on performing specific skills or procedures Unique Emergency Treatment boxes serve as a quick reference for critical situations Unique Cultural Awareness boxes highlight ways in which variations in beliefs and practices affect nursing care for children A developmental approach identifies each stage of a child s growth Health promotion chapters emphasize principles of wellness and injury prevention for each age group Student friendly features include chapter outlines learning objectives key points references and related topics and electronic resources to help you study and review important content A community focus helps you care for children outside the clinical setting Nursing Care Plans include models for planning patient care with nursing diagnoses patient family goals nursing interventions rationales expected outcomes and NIC and NOC guidelines Nursing Tips include helpful hints and practical clinical information and Nursing Alerts provide critical information that must be considered in providing care

**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

*Essentials of Nursing Law and Ethics* Susan J. Westrick, 2024-12-10 *Essentials of Nursing Law and Ethics* continues its focus on the legal aspects of Nursing as it relates to patient safety and quality environmental health and safety error reduction and ethical boundaries of practice in an updated third edition Written by a nurse attorney this unique text presents complex topics to undergraduate nursing students in an understandable manner while providing accurate and well researched content relevant to nursing practice The Third Edition was thoughtfully revised and updated to incorporate gender neutral inclusive patient centered and person first language throughout Furthermore it features new and updated case law examples and updated coverage of timely topics including documentation patient teaching confidentiality end of life issues advance directives refusing a patient assignment sexual harassment in the workplace use of social media by nurses error reduction disclosure apology correctional nursing age discrimination the Americans with Disabilities Act and more New and updated cases and references throughout as well as updated coverage of professional standards and codes of conduct Features a unique design with content and topics organized into five major sections the law and nursing practice liability in patient care documentation issues employment and the workplace and ethics Every new print copy includes Navigate Advantage Access to unlock the eBook Interactive Flashcards Review Questions and learning analytics reporting tools Instructor resources include a Test Bank and Answers to the In Text Questions Sample course titles Trends and Issues Ethical and Legal Leadership and Management Fundamentals of Practice Any clinical theory course 2026 390 pages

*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  
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 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  
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 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  
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 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 *Wikipedia*  
*Handbook of Biomedical Informatics* , **Pediatric Primary Care - E-Book** Catherine E. Burns, Ardys M. Dunn, Margaret A.  
 Brady, Nancy Barber Starr, Catherine G. Blosser, Dawn Lee Garzon, 2016-03-02 Get an in depth look at pediatric primary care  
 through the eyes of a Nurse Practitioner Pediatric Primary Care 6th Edition guides readers through the process of assessing  
 managing and preventing health problems in infants children and adolescents Key topics include developmental theory issues  
 of daily living the health status of children today and diversity and cultural considerations This sixth edition also features a  
 wealth of new content and updates such as a new chapter on pediatric pharmacology full color design and illustrations new  
 QSEN integration updated coverage of the impact of the Affordable Care Act a refocused chapter on practice management  
 and more to keep readers up to date on the latest issues affecting practice today Comprehensive content provides a complete  
 foundation in the primary care of children from the unique perspective of the Nurse Practitioner and covers the full spectrum  
 of health conditions seen in the primary care of children emphasizing both prevention and management In depth guidance on  
 assessing and managing pediatric health problems covers patients from infancy through adolescence Four part organization



includes 1 an introductory unit on the foundations of global pediatric health child and family health assessment and cultural perspectives for pediatric primary care 2 a unit on managing child development 3 a unit on health promotion and management and 4 a unit on disease management Content devoted to issues of daily living covers issues that are a part of every child's growth such as nutrition and toilet training that could lead to health problems unless appropriate education and guidance are given Algorithms are used throughout the book to provide a concise overview of the evaluation and management of common disorders Resources for providers and families are also included throughout the text for further information Expert editor team well is well versed in the scope of practice and knowledge base of Pediatric Nurse Practitioners PNP's and Family Nurse Practitioners FNP's

*Lewis's Adult Health Nursing I & II (2 Volume Edition) with Complimentary Textbook of Professionalism, Professional Values and Ethics including Bioethics - E-Book* Malarvizhi S., Renuka Gagan, Sonali Banerjee, 2023-12-12 The second South Asia edition of Black's Adult Health Nursing I II including Geriatric Nursing has been comprehensively updated to suit the regional curricula for undergraduate nursing students This book will help student nurses to acquire the knowledge and skill required to render quality nursing care for all common medical and surgical conditions The contents have been made easy to understand using case studies concept maps critical monitoring boxes care plans and more This text provides a reliable foundation in anatomy and physiology pathophysiology medical surgical management and nursing care for the full spectrum of adult health conditions and is richly illustrated with flow charts drawings and photographs and South Asian epidemiological disease data for better understanding of the subject Integrating Pharmacology boxes help students understand how medications are used for disease management by exploring common classifications of routinely used medications Review questions have been added to all the units within this book This second South Asia edition will be a valuable addition to every student nurse's bookshelf given the revisions and modifications undertaken in line with the revised Indian Nursing Council INC curriculum Translating Evidence into Practice boxes Thinking Critically questions Integrating Pharmacology boxes Bridge to Critical Care and Bridge to Home Health Care boxes Feature boxes highlighting issues in Critical Monitoring Management and Delegation boxes Genetic Links Terrorism Alert and Community Based Practice boxes Physical Assessment in the Healthy Adult and Integrating Diagnostic Studies boxes Safety Alert icons Digital Resources available on the MedEnact website

Developing a Telephone Triage and Advice System for a Pediatric Office Practice During Office Hours And/or After Hours Steven R. Poole, American Academy of Pediatrics, 2003 The Complete Guide Providing Telephone Triage and Advice in a Family Practice this manual describes the steps to establishing and maintaining an effective cost efficient telephone care system

*Telehealth, An Issue of Primary Care: Clinics in Office Practice, E-Book* Kathryn M. Harmes, Robert J. Heizelman, Joel J. Heidelbaugh, 2022-11-10 In this issue of Primary Care Clinics in Office Practice guest editors Kathryn M Harmes Robert J Heizelman and Joel Heidelbaugh bring their considerable expertise to the topic of Telehealth Provides in depth reviews on the latest updates in Telehealth providing

actionable insights for clinical practice Presents the latest information on this timely focused topic under the leadership of experienced editors in the field Authors synthesize and distill the latest research and practice guidelines to create these timely topic based reviews     Telecare Technologies and the Transformation of Healthcare N. Oudshoorn,2011-10-27  
Winner of the British Sociological Association Foundation for the Sociology of Health and Illness Book Prize 2012 This book traces the changes in healthcare implicated in telecare technologies information and communication technologies that enable care at a distance What happens when healthcare moves from physical to virtual encounters between healthcare professionals and patients What are the consequences for patients when they are expected to do things that used to be done by healthcare professionals What actually happens when homes become electronically wired to healthcare organizations These are urgent questions that are however largely absent in dominant discourses on telecare Drawing on insights from science technology and human geography this work opens up novel accounts of the adoption and use of new technologies in healthcare Nelly Oudshoorn shows how telecare technologies participate in redefining the responsibilities and identities of patients and healthcare professionals introducing a new category of healthcare workers and changing the kinds of care and spaces where healthcare is situated This book intervenes critically into discourses that celebrate the independence of place and time by showing how places and physical contacts still matter in care at a distance     **Health Care Delivery and Clinical Science: Concepts, Methodologies, Tools, and Applications** Management Association, Information Resources,2017-12-01 The development of better processes to provide proper healthcare has enhanced contemporary society By implementing effective collaborative strategies this ensures proper quality and instruction for both the patient and medical practitioners Health Care Delivery and Clinical Science Concepts Methodologies Tools and Applications is a comprehensive reference source for the latest scholarly material on emerging strategies and methods for delivering optimal healthcare and examines the latest techniques and methods of clinical science Highlighting a range of pertinent topics such as medication management health literacy and patient engagement this multi volume book is ideally designed for professionals practitioners researchers academics and graduate students interested in healthcare delivery and clinical science     *Legal and Ethical Issues* Susan Westrick Killion,Susan J. Westrick,2006

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