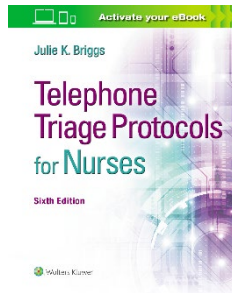


# Telephone Triage Protocols for Nurses

## New 2020 e-book edition available



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Follow expert direction and make quick, accurate assessments ...

- **NEW and updated protocols** offer current best practices and reflect changes in access to medications and health care
- Protocols address adult, pediatric, geriatric, maternal/child, home health concerns, current health issues, and communicable disease outbreaks
- NEW protocols include arthritis, chronic obstructive pulmonary disease (COPD), elder abuse, stroke symptoms, and Zika virus
- Post-operative conditions and considerations have been added to numerous protocols
- Expanded appendices include altered mental status, PTSD, suicide prevention, and emergency preparedness
- **Alpha-organized protocols** help you quickly locate topics by symptom or condition
- **Table of contents by body system** helps you quickly locate topics by body system, body part or set of related symptoms
- Peer-reviewed by nursing experts
- Easy-to-follow question-asking flow chart – Yes or No answers lead to specific care recommendations
- Ideal guidance for all nurses, particularly those in triage and ambulatory practice
- **Sorts life-threatening problems** from those not requiring physician or emergency care
- **Increases consistency** of advice and documentation
- **Nurse Alerts** – help the nurse identify potentially life-threatening conditions related to the symptoms and provides additional information to consider when choosing a protocol or triaging the caller's concern
- **Symptoms alpha-organized and grouped by level of urgency, addressing injuries, trauma, pain, swelling and other symptoms for:**
  - Body part problems
  - Body system problems
  - Chronic and infectious diseases
  - Behavioral problems
- **Sections under every symptom or condition include:**
  - **Key Questions** to ask caller
  - **Other Protocols to Consider**
  - **Reminder** – what to note for proper documentation
  - **Assessment** – Yes or No questions to determine the urgency of symptoms or conditions
  - **Actions** – clear direction following Yes or No answers to questions
  - **Immediate actions** – proven protocols that refer caller to emergency, physician, or at-home care instructions
  - **Home Care Instructions** – comprehensive actions to take before emergency care, before appointment, or at-home care
  - **Emergency Instructions** – in-the-moment first aid
  - **Report the Following Problems** – what caller should tell their personal or ER physician
  - **Seek Emergency Care Immediately** – if certain symptoms occur
  - **Reminder** to determine if caller agrees with the advice provided and if not, reevaluate

**To save you time, the VA has paid for the right for you to copy/paste content from this ebook into CPRS.**