Advance Your Evidence-Based Triage Skills and Protocols with Key Resources from Ovid

The VHA Library Network Office is pleased to offer access to the latest editions of Telephone Triage Protocols for Nurses, Triage Protocols for Aging Adults, and Telephone Triage for Obstetrics & Gynecology to all VA staff.

**Telephone Triage Protocols for Nurses**

*Julie K. Briggs, RN, BSN, MHA*

*Telephone Triage Protocols for Nurses* is a 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.

- **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
- 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

Access **Telephone Triage Protocols for Nurses** at:

ovidsp.ovid.com/ovidweb.cgi?T=JS&NEWS=n&CSC=Y&PAGE=booktext&D=books&AN=018729488&DOPATH=/PG(0)
**Triage Protocols for Aging Adults**

*Julie K. Briggs, RN, BSN, MHA*

**Triage Protocols for Aging Adults** provides optimal, evidence-based triage assessment, advice, and protocols. The 190 evidence-based protocols offered address a wide range of symptoms, disorders, and emergencies affecting those 50 and older.

- Easy-to-follow flowchart format that leads you from yes-or-no questions to assessment, recommendations, and clear instructions
- Protocols that have symptom-based titles and address issues affecting all body systems, such as abdominal pain and swelling, alcohol problems, allergic reactions, altered mental status, asthma, earache, elder abuse, joint pain swelling, and more
- 190 protocols that cover the most common conditions faced by aging adults—all body systems, plus weakness, falls, loss of memory, poor appetite, medication interaction problems, and more
- All protocols reviewed by a team of nursing experts
- Alpha-organized table of contents that helps you locate symptoms quickly
- Action column of each protocol that presents emergency actions first
- Contents also organized by body system for quick-find protocols
- Coverage of the legal aspects of triage
- Tools and sample forms – telephone triage protocol form, triage documentation form, triage log, skills assessment, call documentation review, and teaching self-assessment guide

Access **Triage Protocols for Aging Adults** at: ovidsp.ovid.com/ovidweb.cgi?T=JS&NEWS=n&CSC=Y&PAG…

**Telephone Triage for Obstetrics & Gynecology**

*Vicki Long and Patricia McMullen JD, MS, CNS, CRNP*

Provide top-level obstetrics and gynecology telephone triage that is safe, efficient, and effective, with **Telephone Triage for Obstetrics & Gynecology**. 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.

- 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-explain patient-education sections after each protocol
- 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
- Covers telephone triage basics, including logistical and legal considerations, assessments, telephone communication basics and challenges, 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

Access **Telephone Triage for Obstetrics & Gynecology** at: ovidsp.ovid.com/ovidweb.cgi?T=JS&NEWS=n&CSC=Y&PAG…

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