

# Telephone Triage For Nurses

Triage Nursing Secrets Telephone Triage Protocols for Nurses Fast Facts for the Triage Nurse Fast Facts for the Triage Nurse Rapid Access Guide for Triage and Emergency Nurses Essentials for the Triage Nurse Emergency and Trauma Care for Nurses and Paramedics Fast Facts for the Triage Nurse, Second Edition Fast Facts for the Triage Nurse Emergency Nursing 5-Tier Triage Protocols, Second Edition The Art and Science of Telephone Triage Sheehy's Emergency Nursing Telephone Triage Protocols for Nursing Quick Reference to Triage The Art of Triage Triage Sheehy's Emergency Nursing Telephone Triage Nursing Documentation Preparing Nurses for Disaster Management Polly Gerber Zimmermann Julie K. Briggs Lynn Sayre Visser Lynn Sayre Visser Lynn Sayre Visser Lynn Sayre Visser Kate Curtis Lynn Sayre Visser Lynn Sayre Visser Julie K. Briggs Carol Rutenberg Emergency Nurses Association Julie Briggs Valerie G. A. Grossman Tracy Anne Edwards Emergency Nurses Association Susan Budassi Sheehy Sheila Q. Wheeler Patricia W. Iyer Joanne C. Langan

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part of the nursing secrets series and written in a question answer format triage nursing secrets begins with an overview

of triage nursing and moves to a significant section on symptoms and a final section on issues and competencies this practical resource is a collection of pearls of wisdom and tricks of the trade to aid effective nurse triage decisions content includes guiding principles objective criteria mnemonics memory aids discriminators determinants from standardized triage systems and differences between the typical presentation of men vs women in various conditions including stroke chest pain and domestic violence written by experts in the field of triage nursing for the most authoritative information key points boxes emphasize the most important material in each chapter internet resources in appropriate chapters provide sources for further studying and reference mnemonics memory aids help readers remember important concepts top secrets of triage nursing are included in the front matter for quick reference topical chapters are included on disaster and terrorism issues as well as the always changing regulatory issues in triage nursing engaging straightforward question and answer format makes it easy to look up needed facts and information in any setting visually appealing two color design makes material accessible and reader friendly

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

this is a concise user friendly orientation guide and reference for new and seasoned nurses paramedics preceptors educators management teams and anyone else working in the triage environment it offers guidelines covering key processes and practices triage nurses use daily chapters address core elements of triage such as patient point of entry acuity scales and red flag patient presentations and how to handle them coordination and communication with other health care team members and documentation the book offers practical information on triage for emergency department and urgent care settings with useful tips for both triage orientees and preceptors it addresses care considerations for

specialized populations including geriatric and pediatric patients the text supplies essential information on teaching and learning principles and the fostering of critical thinking skills and covers such topics as compassion fatigue customer service legal concerns core measures and patient and staff safety trends in triage nursing such as electronic medical record considerations provider in triage and advanced triage protocols are included information is organized in brief bulleted bites for knowledge at a glance and fast facts in a nutshell boxes reinforce key concepts

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from the award winning authors of fast facts for the triage nurse the vital information you need to quickly identify acutely ill or injured patients rapid access guide for triage and emergency nurses chief complaints with high risk presentations is the first pocket sized clinical manual focusing on patient driven chief complaints designed to assist in rapidly recognizing potential life threatening or life altering conditions this guide can be used in a variety of healthcare settings content covers each body system and its most common chief complaints along with first line questions assessments and interventions to prompt the user red flag findings easily identified by the flag icon denote critical signs and symptoms while a light bulb icon helps the user locate key tips the guide includes evidence based practice guidelines reference tables and checklists for at a glance retrieval of information most chapters contain space for taking notes inscribing important phone numbers or pasting facility specific policies and procedures key features common chief complaints with essential tips unique patient presentations triage processes clinical red flags screening tools pediatric and older adult considerations disaster response active shooter or violent situation action steps

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record considerations provider in triage and advanced triage protocols are included information is organized in brief bulleted bites for knowledge at a glance and fast facts in a nutshell boxes reinforce key concepts key features provides essential guidance for key procedures and protocols in an easy to read easy to access format offers practical triage information with a focus on emergency department and urgent care settings focuses on processes critical thinking and the legal aspects of triage includes care considerations for specific patient populations incorporates advice from seasoned emergency department nurses and triage educators

highlighted skills cross references to the clinical skills chapter throughout text over 30 new case studies patient journey from pre hospital and emergency specific case studies critical thinking questions at the end of chapters chapter 35 obstetric emergencies now includes supporting a normal birth

emergency nurses association media award media award fast facts for the triage nurse an orientation and care guide 2nd edition lynn sayre visser msn rn phn cen cpen and anna montejano dnp rn phn cen of california ena org press room 2019 06 13 former ena president receives emergency nurses association s most prestigious award 1st edition winner of the ajn book of the year award for emergency critical care nursing this authoritative orientation guide for new and seasoned nurses preceptors educators management teams urgent care staff pre hospital personnel and anyone working in the triage arena presents essential information to access quickly and repeatedly patients rarely present to triage with a diagnosis but rather convey a multitude of complaints signs and symptoms it is the job of the triage nurse to identify serious red flag presentations hidden among all this information while delivering individualized care and juggling wait times in often overcrowded emergency departments fast facts for the triage nurse second edition retains its key focus on numerous aspects of triage for emergency department and urgent care settings from orientation to front end processes to clinical practice and nursing essentials with real life examples the chapters detail a multitude of clinical presentations and include procedures and protocols that the triage nurse implements in daily practice this newly revised and updated edition covers how to build confidence in the triage role accurately assess patient presentations reduce personnel and hospital liability increase patient and staff satisfaction and ultimately deliver quality patient care that supports best outcomes 5 new chapters in the second edition active shooter active violence emergency management for when disaster strikes triage competency pain management endocrine emergencies key features covers essential clinical information in an easy to read format focuses on processes patient and staff safety legalities documentation and critical thinking at triage addresses specific patient populations including pediatric older adult human trafficking military personnel and

more offers guidance from seasoned emergency department nurses and triage educators resource added for the nursing associate degree 105431 practical nursing 315431 and nursing assistant 305431 programs

the authors not only encourage data gathering they emphasize the qualities of personal interactions courtesy and sensitivity and consideration to upgrade triage category when history is hampered by youth age impairment of faculties or language ability that might otherwise conceal potential problems appropriate treatments to initiate at triage are indicated where needed this book puts forward a practical way of coming back to basics and helps categorize priority for patients as an educator or manager i would feel confident that with it my nurses are being prepared to make safe decisions with an accurate program that reflects current thinking in triage strategy tom trimble rn cen ba asn aa editor and publisher emergency nursing world this critical thinking blueprint for the triage nurse delivers essential knowledge for accurate decision making in emergency triage situations formatted to provide easily accessible and retrievable information the manual facilitates rapid recognition and understanding of acuity levels and their application to patient care the newly updated second edition reflects current health conditions and scenarios in eds urgent care centers offices and first aid centers both domestic and international it contains important new information on program development training and quality management along with useful tips and tools completely new protocols additional case studies and quality management guidelines and tools further add to the merit of the second edition the resource addresses a wide range of both adult and pediatric conditions that are system based and listed in alphabetical order each protocol has been developed to ensure accuracy and consistency regardless of which 5 tier triage system is in use abundant case studies and multiple appendices provide additional information to support the protocols broadening the nurse s scope of knowledge and prompting in depth examination of potentially lethal conditions additionally appendices contain valuable training materials for program development training and quality management tips and tools new to the second edition updated protocols reflecting current health conditions situations in eds urgent care centers offices and first aid centers important new information on program development training and quality management tips and tools additional material including mass casualty exposure biological chemical disease military care infections isolation concerns behavioral issues violence and narcotic overdose new case studies developing a triage program quality management guidelines and tools key features facilitates consistency in triage decisions among different nurses uses health care resources appropriately and efficiently sets minimum expectations for triage decisions guides nurses in asking the right questions

determining how soon the patient must be seen and interventions to consider serves as a valuable reference for both new and experienced nurses serves as a training tool in orientation

this book offers a comprehensive look at the growing practice of telephone triage nursing despite the prevalence of the practice little education and few resources are available for nurses interested in this form of practice the authors address the history of telephone triage the role of telephone triage nursing in health care theories supporting the practice quality and risk management principles program design and a comprehensive look at clinical practice practical tips and real life examples will illustrate and support the content

selected for doody s core titles 2024 in emergency care written by emergency nurses for emergency nurses sheehy s emergency nursing principles and practice 7th edition covers the issues and procedures unique to the emergency department this comprehensive evidence based resource is written by the emergency nurses association and includes developments and changes in clinical practice that are incorporated throughout the text considered the go to guide for issues and procedures unique to the emergency department the user friendly format features more than 150 high quality illustrations and tables that highlight essential concepts and offer quick access to vital information new to this edition is updated key coverage including clinical fundamentals treatment for trauma and medical surgical emergencies the foundations of emergency nursing practice special populations and more written by the emergency nurses association ensuring this is the most accurate information on the market most comprehensive and authoritative text available on emergency nursing logically organized chapters are grouped into six sections for quick access to important content foundations of emergency nursing professional practice clinical foundations of emergency nursing major trauma emergencies medical and surgical emergencies and special patient populations tables and boxes highlight and summarize critical and essential information while 150 illustrations help you to quickly identify and treat frequently encountered conditions a separate unit on special patient populations covers topics such as child abuse elder abuse intimate partner violence sexual assault substance abuse and behavioral pediatric obstetrical emergencies new coverage includes the latest on topical issues such as ethics workplace violence and geriatric trauma updated pain guidelines feature the latest pain indicators updated sepsis guidelines provide essential information on pathophysiology and diagnosis with valuable guidelines for managing these patients new fully revised information on communicable diseases updated information on non narcotic use for treatment of pain and increasing rates of addiction new discussion of transgender patients covers how to work with this unique population new full color photo insert

performing telephone triage requires the ability to make quick and effective decisions based on limited information this rapid access resource delivers 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 caller 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 then provided simple direct and useful this is the most comprehensive and user friendly telephone triage book available

this user friendly quick access manual provides full range coverage of the triage process in emergency care from fundamental clinical guidance concerning patient assessment and treatment through the leadership skills and organizational skill building required by senior staff and emergency department management personnel this second edition offers updated features from the first edition such as alphabetized listings of patient complaints emergency alerts to help nurses recognize serious conditions quickly pearls of triage wisdom with timely clinical tips and cross cultural considerations this edition also includes specific prioritizations for each triage guideline a brand new examination that will enable purchasers to receive continuing education credit is included a brandon hill recommended title

thousands of patients present to emergency departments each year for medical treatment and the first person they are greeted by is the triage nurse the role of the triage nurse is to assess patients as they arrive and determine the priority of care this book looks at the history of triage from the first rudimentary form of triage by baron dominique jean larrey stepping through the world wars and looking at triage systems in use today triage today has evolved from the military form of triage and is used in emergency departments throughout the world this book describes four of the triage systems used in the united states of america canada united kingdom and australia the triage nurse requires excellent communication skills compassion and a sound knowledge base to be able to carry out their role they also require critical thinking skills the book looks at critical thinking and why it is an important skill every triage nurse requires

this manual provides a comprehensive review of the important aspects of triage including types of systems personnel requirements the triage process implementation evaluation legal considerations environment space planning detailed appendices including sample policy procedures triage nurses job descriptions sample documentation records triage orientation plan ena position statements on staffing productivity in the emergency care setting telephone advice violence in the emergency care setting access to health care the manual provides the information needed to implement a triage

problem in the emergency department based on the needs of the individual institution its resources for complete order information contact emergency nurses association 216 higgins road park ridge il 60068 800 243 8362 price 43

written by emergency nurses for emergency nurses this comprehensive bible presents both basic information for students and detailed information for practicing emergency nurses new developments and changes in clinical practice have been incorporated throughout including updated information on cardiac drugs tissue adhesives epidemiological statistics and application of stents a new chapter on weapons of mass destruction helps prepare nurses for any possible acts of terrorism coverage has been expanded on emtala regulations and the hcfa triage wound cleaning and wound management of pediatric patients written by 51 contributors from rural suburban and urban areas and representing a broad range of clinical positions staff nurses clinical specialists nurse managers and nursing instructors chapters grouped into six sections for easy access to important content foundations professional practice clinical foundations trauma med surg and special populations tables and boxes highlight and summarize critical and essential information over 500 illustrations help the nurse quickly identify and treat frequently encountered conditions overview of anatomy and physiology for each clinical chapter facilitates understanding of clinical material and provides basis for patient assessment a separate unit on special patient populations covers topics such as child abuse elder abuse intimate partner violence sexual assault substance abuse and behavioral pediatric obstetrical emergencies highlights priority nursing diagnoses to help nurses focus on the most serious problems

the first and only combined text workbook training program to provide comprehensive telephone triage as well as protocol development written in direct how to style it sets forth guidelines for interview and documentation skills as well as medico legal aspects all of the essential guidelines and instructions are here for telephone triage that is confident refined and precise also available instructor supplements call customer support to order audiotape isbn 0 8273 5636 6

accurate documentation shows managed care companies that patients receive adequate care and that health care providers are controlling costs and resources this book clearly and concisely provides guidelines for appropriate and careful documentation of care this new edition includes the latest changes and trends in nursing documentation as they relate to the newly restructured healthcare environment

this book addresses issues in disaster preparedness specific to nurses in a host of practice sites through a compilation of

research nurses personal experiences in disaster and trauma care firsthand accounts from the authors and other experts in bioterrorism and disaster preparedness this book introduces users to basic disaster nursing and works to help prepare them for a wide spectrum of settings and situations that are relevant in today s world it includes a pocket flip chart that serves as a quick guide to fast facts imperative to nurses in responding to disasters of all kinds nursing students and nursing professionals

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