

Wheeler / TELEPHONE TRIAGE: PROTOCOLS FOR ADULT POPULATIONS / 0071598006, 9780071598002 / \$59.95

Doody's, January 29, 2010

[DOODY'S NOTES]

This book contains a CD-ROM

****Description****

This is an update of protocols originally published in 1994 as a three-volume, age-based reference. This version is a four-in-one product, a working reference tool incorporating research related to medical errors, decision support, and critical thinking with a user's guide, standards manual, and a CD training program.

****Purpose****

The purpose is to provide users with tools for telephone triage that are simple enough to be user friendly and yet comprehensive enough to provide support for the decision maker. It is a decision support rather than a decision making manual for experienced RNs, and the protocols are based on a decision support approach.

****Audience****

The book is intended for use by telephone advice nurses who are experienced RNs with formal training in telephone triage. The author is an expert in this field, and a task force of over 30 nurses and physicians with expertise in various specialties contributed.

****Features****

This manual presents expert-based protocols and is a synthesis of both algorithm and case-based reasoning. The user's guide and operating standards at the beginning of the manual provide clear, specific instructions for its use. Each protocol is designed as a quick reference with key symptom patterns and uses titles based on anatomical site. The extensive appendix section includes documentation forms, performance standards, policy guidelines, and a repository of home treatments. The content is "pre-translated" to the fifth-eighth grade literacy level to facilitate communication between the nurse and the caller.

The CD presents real-life case scenarios for training, discussion, and analysis.

****Assessment****

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.

Weighted Numerical Score: 89 - 3 Stars