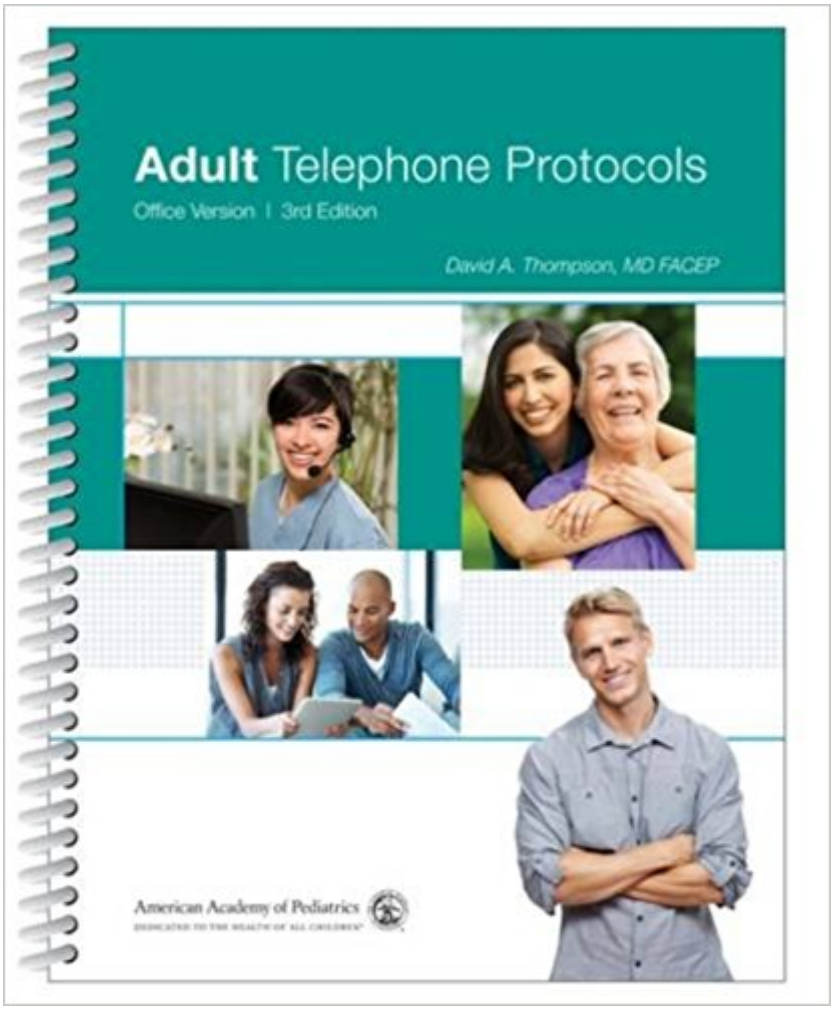
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Adult Telephone Protocols: Office Version



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Synopsis

Adult Telephone Protocols a powerful decision-support tool designed to help busy family practice and internal medicine offices handle a wide array of adult phone inquiries. It guides triagers through each call with the same step-by-step checklist organization as its companion resource, Pediatric Telephone Protocols. More than 100 proven protocols cover 95% of the most common adult complaintsÃ¢â ¬â •everything from insect bites and sunburn to breathing difficulty, seizures, and wound infections. Time-saving, care-enhancing features includeÃ¢â ¬Â¢Ã Â Ã Â Ã Â Highlighted triage assessment questionsÃ¢â ¬Â¢Ã Â Ã Â Ã Â Practical home care instructionsÃ¢â ¬Â¢Ã Â Ã Â Ã Â Call prioritization guide Ã¢â ¬Å“Red flagÃ¢â ¬Â• checklist for office support staffÃ¢â ¬Â¢Ã Â Ã Â Ã Â Over-the-counter medication adviceÃ¢â ¬Â¢Ã Â Ã Â Ã Â Office resources checklistÃ¢â ¬Â¢Ã Â Ã Â Ã Â Reproducible triage log sheetsÃ Â Ã Â Ã¢â ¬Â|and more!NEW in the 3rd EditionÃ¢â ¬Â|Ã¢â ¬Â¢Ã Â Ã Â Ã Â Nearly all protocols substantially revised and updatedÃ¢â ¬Â¢Ã Â Ã Â Ã Â All-new protocols includingÃ Â Ã Â Ã Â Ã Â Ã Â Ã Â Ã Â Ã Â Arm PainÃ Â Ã Â Ã Â Ã Â Ã Â Ã Â Ã Â Hand and Wrist PainÃ Â Ã Â Ã Â Ã Â Ã Â Ã Â Ã Â Leg PainÃ Â Ã Â Ã Â Ã Â Ã Â Ã Â Weakness (Generalized) and FatigueÃ¢â ¬Â¢Ã Â Ã Â Ã Â New 2-column format for easier protocol review and more efficient triage Ã¢â ¬Â¢Ã Â Ã Â Ã Â Updated over-the-counter medication dosage recommendations Ã¢â ¬Â¢Ã Â Ã Â Ã Â Updated resource listings .

Book Information

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Customer Reviews

Doody’s 5-STAR Review!"This is a very useful book and one that can be highly valuable in documenting what is actually said during a telephone call between a patient and a physician’s office."Vincent F. Carr, DO, MSA, FACC, FACP (Uniformed Services University of the Health Sciences)Doody’s Book Review

David A. Thompson, MD, FACEP, is a faculty attending in the Northwestern Memorial Hospital Emergency Department, Chicago, Il. He is board certified in internal and emergency medicine. Starting in 1999, Dr. Thompson began to work collaboratively with Barton Schmitt, MD, FAAP, to improve telephone triage. Since then, Dr. Thompson has authored a comprehensive set of adult telephone triage protocols used extensively in medical call centers and physician offices in the United States, Canada, and other countries.He has developed databases and educational tools to promote benchmarking an quality improvements for medical call centers and emergency departments. Dr. Thompson lectures on telephone triage, physician documentation and coding, quality improvement, and patient satisfaction. He also serves as chief information officer for ECI Healthcare Partners, Inc, providing strategic guidance and leadership for technology initiatives.

Physicians and nurses are thrilled with the ease of use and avise this book offers. The physicians are now comfortable with their nurses giving advise without first checking with them.

This is done in a very general way and not to the detail oriented purpose that I need.Will return this.

all good

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