

# Telephone Triage Protocols for SCHOOL-AGE CHILDREN Age 6-18

By Sheila Wheeler, RN, MS, TeleTriage Systems Publisher, 2003

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These telephone triage protocols are the only protocols specifically designed for School-Age and Adolescent Populations. This resource is packed with User's Guide, Childhood Immunization Schedule, Confidentiality in Adolescent Healthcare Policies and a Directory of Hotlines and Websites for Support Groups.

2000 -2003 Revisions: User's Guide, Emotional Problem, Fever, Vaginal Bleeding, Birth Control Options, Herbal supplements, Pain Assessment, Childbirth Instruction, CPR Instruction, Extremities, Vomiting and Nausea, Face and Jaw, Substance Abuse, Hotline and Web Sites for Support Groups and Health Information.

Related CE course: Protocol Competency

Since 1995, Telephone Triage Protocols for School-Age Children Age Six - 18 have been used in 300-500 sites nationally. They were developed by a Task Force of 20 expert level nurses, nurse practitioners and physicians over a two year period, utilizing the best medical references available. The design is based on a "pattern recognition" model and decision support system for telenurses.

These protocols have a 20-year track record of patient safety and consistent risk management.

This product is available for immediate use in a call center.

## Description

The protocols meet key decision support standards:

- if followed, it will lead to expected outcomes
- given the same data, another set of nurses would produce the same result
- explicitly states the populations to which they apply
- User's Guide containing complete operating instructions, including underlying assumptions and exceptions to recommendations
- written in unambiguous language, using precisely defined terms in an easy to follow mode of presentation.

The unique design is a synthesis of both algorithm and case-based reasoning which mimics the brain's natural problem solving by utilizing a symptom recognition/matching strategy. This "real world" approach to decision-making has been validated by medical decision expert Vimla Patel in her research of telephone triage nurses practicing in the ER setting.

The integrated form facilitates thorough documentation and risk management by facilitating elicitation of key information and adherence to the nursing process. This reduces common pitfalls: inadequate data collection, jumping to conclusions, and selection of the wrong protocol.

A "fall back" protocol that supports nurses with generic descriptions of common emergent, urgent, acute and non-acute problems, in cases where existing protocols may not apply

## UNIQUE FEATURES

**Age-based** The new age-based format addresses all problems for School-Age children and Adolescent Populations.

**Customizable** This product allows you to "make these protocols your own" by including your physicians' preferences and the policies of your facility. No other protocol manuals have this feature!

**All-encompassing** These Protocols cover over 1,500 medical conditions, and addresses the most common presenting symptoms. Each protocol includes screening questions, home treatment or first aid directives, and supplemental information.

**User's Guide** There is an 80-page user's guide, documentation forms, abbreviations and terminology glossaries, and much, much more.

**Quick and easy to use** The guidelines are detailed enough to assure confidence in your decision-making yet concise enough to eliminate excessive and time-consuming page turning and cross-referencing.

**Authoritative** The protocols were collaboratively developed over a two-year period by a task force of twenty expert-level nurses, nurse practitioners and physicians, offering a multidisciplinary perspective. They have been in use since 1994 in 300-500 sites without any reported malpractice cases.

**Easy on your budget** An automated telephone triage system can cost hundreds of thousands of dollars. Even "growing your own" paper protocols is extremely time consuming and expensive. This CD is extremely cost effective - an investment worth its weight in gold!