

The Fine Art of Telephone Triage (30 CE Hours)

This home study course provides essential training for telephone triage. It addresses risk management, nursing process, communications, high risk populations and crisis management in telepractice.

New Discount Price: 30 CE Hours for \$45 (\$1.50 per CE)

Total Book/Audiotape/30 CE Package: \$115

Perfect for Individual or Group Orientation

For a fraction of the cost of a conference, and in one day, managers can train any number of staff members in the "basics" of telephone triage. Each staff member can receive 30 CEUs. This home study is "generic" to all telephone triage programs, regardless of what type of protocols your office or medical call center currently uses.

AUDIENCE RNs and NPs (novice and experienced) seeking formal training in telephone triage from the Call Center, Ambulatory Care, ED, Hospice, Student Health, Home Health and Public Health settings.

METHODOLOGY Book, audiotape and post test.

Behavioral Objectives

Upon successful completion of the course, the participant will be able to:

- Define three major trends in telephone triage

- Define three major risk management areas and remedies to each
- Correctly apply general guidelines
- Define key documentation requirements

Analyze and critique 4-5 audiotaped case studies.

ABOUT THIS HOME STUDY This course is not available online. You must purchase and read the text and listen to the audiotape for Telephone Triage: Theory, Practice and Protocol Development in order to complete the course.

Simply follow these directions to take this course:

1. Order the text online using PayPal, and you will receive the post test via email
2. (omitted)
3. Mail or fax the post test and receive your certificate.

PROVIDER TeleTriage Systems has been approved by California Board of Registered Nursing, Provider #10680 for 30 contact hours.

COST

CE Course: \$45

{moslate}{hsp1}{/hsp1}{/moslate}

Book and audiotape: \$70, free shipping and handling.

{moslate}{book1}{/book1}{/moslate}

For Group Rates, or International Shipping, please contact Sheila Wheeler directly at sw@teletriage.com

TEXT UNIQUE FEATURES:

- Packed with case histories; examples of model systems; current research; and expert opinion
- 20 examples of protocols and documentation forms
- End-of-chapter exercises
- Audiotape activities section
- 60-minute audiotape with 10 routine to crisis-level scenarios.
- Provides comparative models of excellent and flawed call management
- Legal chapter providing guidelines for safe practice
- Over 200 published references specific to telephone triage
- Crisis intervention, medical and psychological
- Applications for high-risk populations
- Adaptable for home study or group training, with or without CEUs

CHAPTER TITLES

- Telephone Triage: An Overview
- Medico-legal Aspects of Telephone Triage Communications
- Telephone Triage and the Nursing Process
- Protocol and Form Design and Development
- High-Risk Populations: Children, Elderly, and Women of Childbearing Age
- Crisis Intervention

