

Protocol Competency (5 CE hours)

Protocols or telephone triage guidelines are decision support tools on paper or in software format utilized by nurses in telephone triage. These "expert systems" provide standards for the interview and assessment process.

This home study course addresses the major elements of telephone triage protocols and how to correctly operate the protocols and form. Through the learning methodologies of reading and applying critical thinking to written simulations, participants will improve their practice of telephone triage.

PLEASE NOTE: This course requires purchase of "TELEPHONE TRIAGE PROTOCOLS FOR ADULT POPULATIONS" McGraw Hill, 2009. Please purchase ADULT PROTOCOLS from AMAZON.COM, BARNES & NOBLE. It is not available from TeleTriage Systems.

New Discount Price: 5 CE Hours for \$45

NEW PEDIATRIC PROTOCOL COMPETENCY COURSE

Introductory Offer - One FREE 5 CE COURSE with purchase of Pediatric Manual.

The Protocol Competency course is also available for Pediatric Populations -- Infant/Child or School Age. Order one protocol manual and the first 5 CE course is free! This course requires purchase of Pediatric Protocols from TeleTriage Systems, the Exclusive Publisher for these protocols.

TELEPHONE TRIAGE PROTOCOLS FOR INFANT/CHILD POPULATIONS (AGE BIRTH TO 6 YEARS)

TELEPHONE TRIAGE PROTOCOLS FOR SCHOOL AGE POPULATIONS (AGE 6 TO 18 YEARS)

THIS OFFER IS ONLY AVAILABLE FOR THE PEDIATRIC PROTOCOLS

COURSE DESCRIPTION:

This course is an overview of a decision support system components: User's Guide, protocols and documentation form. The core reading material is a review of the User's Guide in the book, "Telephone Triage Protocols for Adult Populations" (McGraw Hill, 2009). It addresses commonly utilized protocols, the nursing process, prioritization, decision support theory, critical thinking, documentation issues, common pitfalls and an introduction to the assessment tools of Red Flags, Red Herrings and Rules of Thumb.

Audience: RNs and NPs (novice and experienced) in telephone triage practice.

Methodology

Participants must purchase and review Wheeler's Protocol Manual "Telephone Triage Protocols for Adult Populations" currently published by McGraw Hill, (2009) in order to take this course.

Through the learning methodologies of utilizing protocols and documentation forms, reading and applying critical thinking to written simulations, participants will improve their protocol competency.

BEHAVIORAL OBJECTIVES:

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

- Define theory underlying protocol design
- Proficiently match 20 presenting problems with the correct protocols
- Utilize the steps of the nursing process in telephone triage
- Describe the correct operation of a protocol
- Use a Documentation Form correctly

- Form a Working Diagnosis
- Use three core protocols effectively

MANAGERS

"Telephone Triage Protocol Competency" can provide staff with 5 CE hours. Managers can be assured that staff passing the 200-item open-book exam will achieve "protocol competency" for Wheeler's Protocol Manual "Telephone Triage Protocols for Adult Populations" currently published by McGraw Hill, (2009).

PLEASE NOTE: This CE program is not available online; it requires purchase of a protocol manual, ordered separately online from Amazon (Adult version only) or TeleTriage Systems (Pediatric versions only) to complete.

Simply follow these directions to take this course:

1. Purchase Adult version from Amazon.com or Barnes and Noble.

Purchase Infant/Child version or School Age Version from TeleTriage Systems.

2. Use PayPal to purchase the CE Course, and you will receive the post test via email

3. Read the course material, complete the post test

4. Mail or fax the post test to receive your certificate.

PROVIDER: Sheila Wheeler. Provider has been approved by California Board of Registered Nursing, Provider #10680 for 5 contact hours.

Protocol Competency test

\$45.00

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