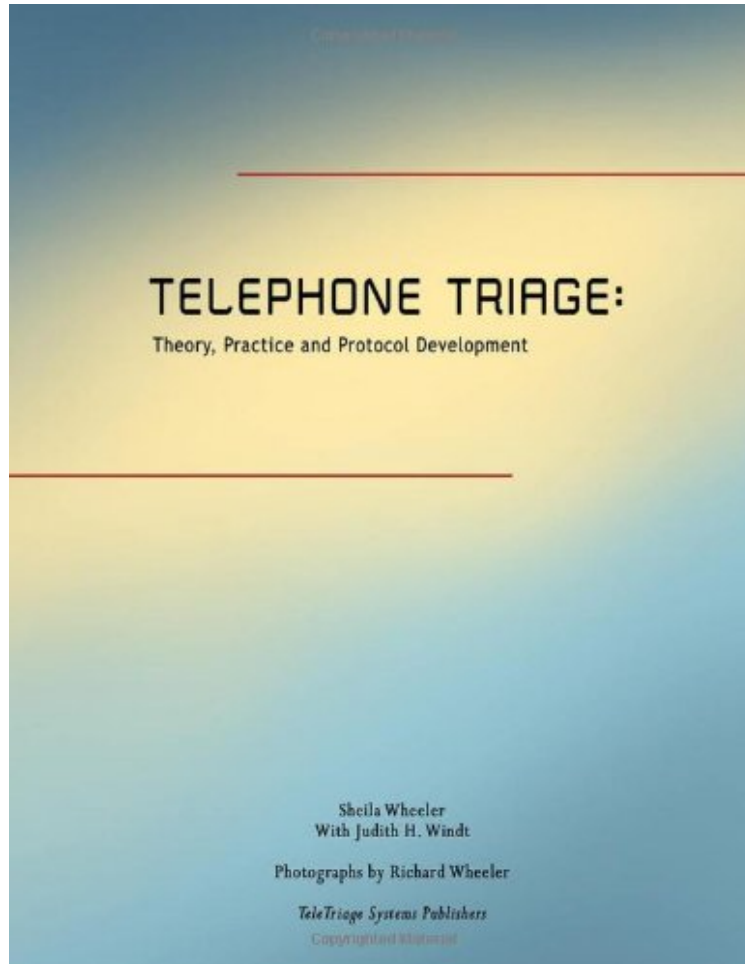


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# Telephone Triage: Theory, Practice, and Protocol Development

*Sheila Q. Wheeler*

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**Sheila Q. Wheeler : Telephone Triage: Theory, Practice, and Protocol Development** before purchasing it in order to gage whether or not it would be worth my time, and all praised Telephone Triage: Theory, Practice, and Protocol Development:

8 of 8 people found the following review helpful. Excellent ReferenceBy Sherri JonesI really took to this book when I was assigned to read it for my new job in pediatric clinic. It has many tools you can use to create your own triage guidelines. The tools apply to a nurse serving any population, from pediatrics to adults, occupational health to obstetrics. I found the writing to be concise and to the point. Nurse managers and educators, you should definitely consider this book for your telephone triage orientation program. I work for a military installation and I have to tell you as an insider that a practically congressional committee considered all the triage theory books there were, and chose this ONE. I can see why.0 of 0 people found the following review helpful. Five StarsBy Shari Clinegood book13 of 13 people found the following review helpful. Excellent overview of one of the newest fields in nursing.By

bhchish@bellsouth.net As an educator, it is important to provide historical information on a new subject, along with clear scenarios and critiques. This book allows a nurse, new to the field of telephone triage to understand the relationship of the nurse to patient, elicit the most informative information, and how to categorize information appropriately. The book provides the basis for telephone triage, no matter what the local requirements or conditions. I have used this book for over 2 years in education of nurses to telephone triage and recommend that it belong as a resource in every call-center!

The first and only combined text/workbook training program to provide comprehensive telephone triage as well as protocol development. Written in direct, "how-to" style, it sets forth guidelines for interview and documentation skills, as well as medico-legal aspects. Contains essential guidelines and instructions for telephone triage that is confident, refined, and precise.

About the Author SHEILA WHEELER, RN, MS, is acknowledged as one of the world's leading experts in the field of telephone triage. She has practiced nursing for over 30 years, primarily in critical care, emergency department and clinic settings. An accomplished writer, educator, researcher, telephone triage practitioner and consultant, Ms. Wheeler is currently President of TeleTriage Systems in San Anselmo, California. Ms. Wheeler is the author of Telephone Triage: Theory, Practice, and Protocol Development as well as Telephone Triage Protocols. Ms. Wheeler has written for Nursing 97, Journal of Emergency Nursing, and has lectured nationally. She is the founder and chairperson of "Telephone Triage: Essentials for Expert Practice, the first annual national conference, sponsored by Contemporary Forums from 1994 to 2003. Ms. Wheeler has recent experience as an advice nurse in the community health and county facility settings. Currently, Ms. Wheeler serves as a nurse legal consultant in the area of telephone triage and provides training and consultation.