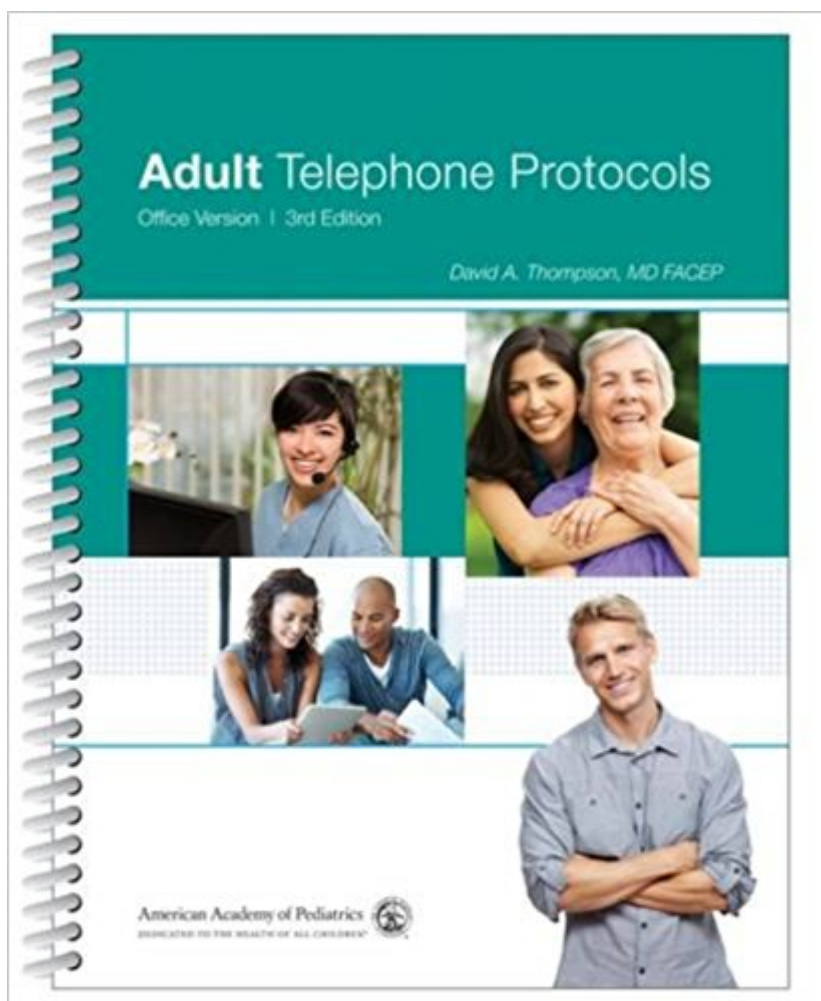


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# Adult Telephone Protocols: Office Version



## 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 complaints—everything from insect bites and sunburn to breathing difficulty, seizures, and wound infections. Time-saving, care-enhancing features include:

- Highlighted triage assessment questions
- Practical home care instructions
- Call prioritization guide
- “Red flag” checklist for office support staff
- Over-the-counter medication advice
- Office resources checklist
- Reproducible triage log sheets—and more!

**NEW in the 3rd Edition**

- Nearly all protocols substantially revised and updated
- All-new protocols including:
  - Arm Pain
  - Hand and Wrist Pain
  - Leg Pain
  - Weakness (Generalized) and Fatigue
- New 2-column format for easier protocol review and more efficient triage
- Updated over-the-counter medication dosage recommendations
- Updated resource listings .

## Book Information

Spiral-bound: 450 pages

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Average Customer Review: 3.5 out of 5 stars 3 customer reviews

Best Sellers Rank: #154,487 in Books (See Top 100 in Books) #38 in Books > Textbooks > Medicine & Health Sciences > Nursing > Clinical > Emergency #39 in Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Practice Management & Reimbursement #39 in Books > Medical Books > Nursing > Emergency

## 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 and 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 advice this book offers. The physicians are now comfortable with their nurses giving advice 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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