

# Telephone Triage Protocols for Nurses: A Comprehensive Guide

Telephone triage is a process by which nurses use standardized protocols to assess patients' symptoms and needs over the phone. This process is an essential component of modern healthcare, as it allows nurses to provide timely and appropriate care to patients who may not be able to visit a healthcare facility in person. Telephone triage protocols help nurses to:

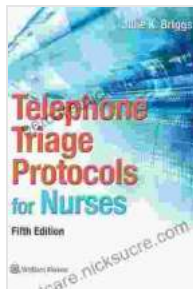
- Quickly and accurately assess patients' symptoms and needs
- Determine the appropriate level of care
- Provide self-care instructions or referrals to other healthcare providers
- Track and monitor patients' progress over time

There are many benefits to using telephone triage protocols, including:

- **Improved patient care:** Telephone triage protocols help nurses to provide timely and appropriate care to patients who may not be able to visit a healthcare facility in person. By quickly and accurately assessing patients' symptoms and needs, nurses can determine the appropriate level of care and provide self-care instructions or referrals to other healthcare providers.
- **Increased efficiency:** Telephone triage protocols can help nurses to increase their efficiency by reducing the number of unnecessary visits to healthcare facilities. By assessing patients' symptoms and needs over the phone, nurses can determine which patients need to be seen in person and which patients can be managed over the phone.

- **Reduced costs:** Telephone triage protocols can help to reduce healthcare costs by reducing the number of unnecessary visits to healthcare facilities. By assessing patients' symptoms and needs over the phone, nurses can determine which patients need to be seen in person and which patients can be managed over the phone. This can save patients money on transportation and other expenses, and it can also save healthcare providers money on unnecessary tests and procedures.
- **Improved access to care:** Telephone triage protocols can help to improve access to care for patients who may not be able to visit a healthcare facility in person. By providing care over the phone, nurses can reach patients who live in rural areas, who have transportation difficulties, or who have other barriers to accessing care.

Telephone triage protocols typically include the following components:



### Telephone Triage Protocols for Nurses by Julie K. Briggs

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 Screen Reader : Supported  
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- **Patient assessment:** The patient assessment is the first step in the telephone triage process. During the assessment, the nurse will ask the patient a series of questions about their symptoms and needs. The

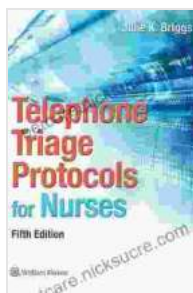
nurse will use this information to determine the appropriate level of care.

- **Care plan:** The care plan is the next step in the telephone triage process. The nurse will develop a care plan for the patient based on their symptoms and needs. The care plan may include self-care instructions, referrals to other healthcare providers, or follow-up appointments.
- **Follow-up:** The nurse will follow up with the patient to track their progress and ensure that they are receiving the appropriate care. The nurse may also provide additional support and resources to the patient as needed.

There are several key strategies for implementing telephone triage protocols in a healthcare setting. These strategies include:

- **Develop a protocol:** The first step is to develop a comprehensive telephone triage protocol. The protocol should be based on the specific needs of the healthcare setting and the population of patients being served.
- **Train nurses:** Nurses need to be trained on how to use the telephone triage protocol. The training should cover all aspects of the protocol, including how to assess patients' symptoms and needs, how to develop care plans, and how to follow up with patients.
- **Implement the protocol:** Once the nurses have been trained, the protocol can be implemented in the healthcare setting. The protocol should be monitored and evaluated regularly to ensure that it is meeting the needs of the patients and the healthcare providers.

Telephone triage protocols are an essential component of modern healthcare. By using telephone triage protocols, nurses can provide timely and appropriate care to patients who may not be able to visit a healthcare facility in person. Telephone triage protocols can also help to increase efficiency, reduce costs, and improve access to care.



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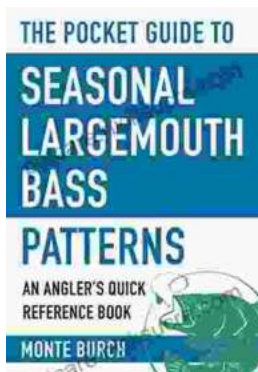
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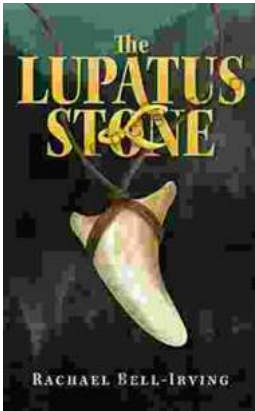
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