



Telephone Triage and Consultation: Are We Really Listening? (Paperback)

By Sally-anne Pygall

Royal College of General Practitioners, United Kingdom, 2017. Paperback. Condition: New. Language: English . Brand New Book. The primary aim of this book is to provide an understanding of what is required when GPs, practice nurses, receptionists and out-of-hours workers are engaged in clinical telephone assessments (often referred to as telephone triage or telephone consultations) or anywhere that patients are assessed over the phone. The reader will learn real, practical tools and techniques to apply in their daily work for managing calls in busy environments, and will gain insight into identifying and avoiding hazards when carrying out telephone assessments. Deliberately conversationalist in style, this guidebook addresses the preparation, underlying principles and stages in telephone triage and consultations from beginning to end, including when to conclude safely. Each chapter is dedicated to key areas to allow the reader to access precise information. The book argues that the real purpose of a telephone assessment is not to diagnose, but to determine the need for further assessment and why focussing on diagnosing can be a risk to the patient. It also provides information on how to quality assure your calls, as well as the use of protocols in telephone calls. Based on empirical...



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