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From the award-winning authors of Fast Facts for the Triage Nurse! The vital information you need to quickly identify acutely ill or injured patients. Rapid Access Guide for Triage and Emergency Nurses: Chief Complaints With High-Risk Presentations is the first pocket-sized clinical manual focusing on patient-driven chief complaints. Designed to assist in rapidly recognizing potential life-threatening or life-altering conditions, this guide can be used in a variety of healthcare settings. Content covers each body system and its most common chief complaints along with first-line questions, assessments, and interventions to prompt the user. Red flag findings, easily identified by the flag icon, denote critical signs and symptoms, while a light bulb icon helps the user locate key tips. The guide includes evidence-based practice guidelines, reference tables, and checklists for at-a-glance retrieval of information. Most chapters contain space for taking notes, inscribing important phone numbers, or pasting facility specific policies and procedures. Key Features: Common chief complaints with essential tips Unique patient presentations Triage processes, clinical red flags, screening tools Pediatric and older adult considerations Disaster response Active shooter or violent situation action steps This quick-reference manual presents over 200 triage protocols for evaluating patients' symptoms over the telephone. Each symptom entry lists questions, grouped by urgency level, to determine whether the caller should seek emergency care now, seek medical care the same day, call back for appointment, or follow home care instructions. Detailed home care instructions are then provided. This edition features fourteen new protocols: avian influenza ("bird flu"); congestive

heart failure; electrical burns; hand/wrist problems; hip pain/injury; influenza; neurological symptoms; newborn problems; pertussis; severe acute respiratory syndrome (SARS); sickle cell disease problems; substance abuse, use, or exposure; West Nile virus; and wound care: sutures or staples. New appendices include guidelines for scenario practice; difficult caller practice scenarios; mystery caller practice session; temperature conversion guide; weight conversion chart; acetaminophen dosage chart; ibuprofen dosage chart; infant feeding guide; abdominal pain causes and characteristics; chest pain causes and characteristics; and headache causes and characteristics. This is the first book to explore this emergent role of the nursing profession. It examines the unique legal, regulatory and professional issues this neoteric mode of nursing practice presents. Telenursing as a subset of telehealth is defined and a review of its history, present status, and future in the U.S. health care system is discussed. Concomitant legal accountability and risk for malpractice liability are examined. Risk management strategies and survival tactics in the event of a lawsuit are presented—particularly the legal significance of, and essential need for, defensive nursing documentation. A brief overview of malpractice law is provided and the essentials of requisite malpractice insurance for the telenurse practitioner are outlined. The book also addresses a number of other professional, regulatory, and licensure issues, particularly the contentious issue of multistate licensing and the various models to facilitate it that are being offered, and rejected, by nursing organizations and associations. The anticipated changes in our health care delivery system that will be engendered by breakthroughs in science and technology are described. The implications of such changes for patients as consumers of health care are analyzed—particularly the privacy and confidentiality of electronic medical records. Telephone Triage Protocols for Infants and Children Age Birth to Six Years is the first and only age-based, patient-centered, completely customized guidelines specific to infants and young children. Comprehensive The guidelines address over 1,500 medical conditions -- the most common presenting symptoms -- as well as

rare, but predictable emergent symptoms. Each protocol includes screening questions, home treatment or first aid directives, and supplemental information. User Friendly Descriptions of conditions are detailed enough to assure confident decision-making, yet concise enough to eliminate excessive, time-consuming and confusing cross-referencing. This reduces decision fatigue - a known contributor to error. Symptom descriptions, home treatment and first aid instructions are written in 5th-8th grade lay language to facilitate patient-centered communications. Standards-Based This system, when used correctly, reduces common errors: inadequate data collection, jumping to conclusions, and selection of the wrong guideline. Authoritative, Expert Task Force The guideline set was collaboratively developed over a two-year period, with the collective expertise of twenty nurses, nurse practitioners and physicians. Promotes Risk Management Since 1995, these guidelines have been used in 300-500 sites nationally without a single report of errors, omissions or malpractice. Transparent A semi-algorithmic and pattern recognition hybrid design, so users can understand and appreciate the why, how and where of the system elements. A Generic Guideline supports nurses in cases where existing protocols may not apply, with general descriptions of emergent, urgent, acute and non-acute conditions. User's Guide An 80-page user's guide thoroughly describes the overall design, as well as different elements, search engine strategy and terminology. Decision-making strategy A synthesis of both algorithm and heuristics or pattern recognition, the design mimics the brain's natural problem solving strategy. Medical decision expert, Vimla Patel, PhD., in research, validated this real world approach to decision-making. User Friendly Dispositions Five clearly defined, consistent dispositions promote clear follow up instructions. Users are spared frustrating searches through long lists of disposition options. Easy on your budget - electronic software can cost your facility hundreds of thousands of dollars. Even growing your own paper protocols, is time consuming, expensive and may not produce high quality results. The Manchester Triage System (MTS) is the most widely used triage system in the UK,

Europe and Australia, with tens of millions of patients being processed through hospital emergency departments. It is also used in hospitals throughout Brazil. Emergency Triage is the core text for the MTS, which utilises a risk averse system of prioritisation for patients in all unscheduled care settings. As such, it is an essential text for all emergency department staff using the MTS, in particular triage nurses. The book is both a training tool and a reference for daily use in the Emergency Department and prehospital settings. This edition features revised protocols that reflect new approaches to prioritisation, with accompanying revised flowcharts - the core part of the book. Table of Contents Presentation flow charts index 1: Introduction 2: The decision-making process and triage 3: The triage method 4: Pain assessment as part of the triage process 5: Patient management, triage and the triage nurse 6: Auditing the triage process 7: Telephone triage 8: Beyond prioritisation to other applications

Adult Telephone Protocols is a powerful decision-support guide 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 and ease-of-use features as its companion resource, Pediatric Telephone Protocols. More than 100 proven protocols cover 95% of the most common adult complaints. Look here for triage guidelines ranging from everyday problems such as back pain, insect bites, and sunburn to more serious conditions such as breathing difficulty, seizures, and wound infections. Time-saving features include highlighted triage assessment instructions, practical home care guidance, call prioritization guide, over-the-counter medication advice, quality improvement checklist and more. The purpose of this quality improvement (QI) project was to implement a trial of oncology-specific telephone triage protocols in a cancer center adult clinic. The Pan-Canadian Oncology Symptom Triage and Remote Support (COSTaRS) Remote Symptom Practice Guides for Adults on Cancer Treatments were tested to determine their acceptability and usability. Telephone triage is one method to help meet the increasing demands for healthcare resources in the ambulatory setting. Telephone triage falls

within the scope of practice for registered nurses (RNs) but requires adherence to a standardized procedure. The COSTaRS team developed the Remote Symptom Practice Guides for Adults on Cancer Treatments, or COSTaRS protocols, to improve the quality of symptom management provided to adult cancer patients by telephone triage nurses. The COSTaRS protocols were utilized in a QI project using Plan-Do-Study-Act (PDSA) methodology to test the protocols. Five cycles of PDSA were completed followed by evaluation to determine if the RNs in the clinic found the protocols to be acceptable and usable. After testing the COSTaRS protocols, the RNs indicated the protocols were effective in assessing and triaging symptoms, recommending medications and self-care strategies, and summarizing and documenting symptom management phone calls. The RNs did not find the COSTaRS protocols to be usable in their clinic due to the complexity of the protocols and the time required for the lengthy assessment and documentation. RNs are at risk of practicing outside their scope when performing the role of telephone triage without a protocol for guidance. RNs need clear guidelines and training from management regarding the use of protocols. The COSTaRS protocols are evidence-based practice guides to assist RNs in providing quality telephone triage for cancer patients. By approaching the protocols as guidelines for symptom management, simplifying documentation, and providing additional training to RNs, the COSTaRS protocols would be more usable in the clinic in this QI project. Emergency Triage: Telephone Triage and Advice complements the highly successful Emergency Triage. The algorithms are rooted in the Manchester Triage System (MTS), which is used in hospitals around the world and which is acknowledged as an effective means of clinical prioritisation. This telephone iteration of a triage system which prioritises millions of patients each year provides a robust, safe, evidence-based system for managing the clinical risk in patients who are at a distance from health care providers. The basic principles that drive the MTS remain, but this book addresses the specific difficulties of assessment by telephone. The possible triage outcomes are "face-to-face now", "face-to-face soon" and "face-

to-face later" together with a self-care option. Information and advice is suggested at every level. The advice ranges from life-saving interventions, which can be carried out until health care arrives, to self-care instructions. Emergency Triage: Telephone Triage and Advice provides all the necessary information that telephone triage staff must have to hand as well as including examples of questions to be asked. It will be a valuable resource for staff working in emergency departments, health centres and telephone triage organisations. Furthermore hospitals that are already using Emergency Triage will benefit from being linked with a telephone triage system that follows the same protocols. For more than 80 years, Sabiston Textbook of Surgery: The Biological Basis of Modern Surgical Practice has been the go-to text for trainees and surgeons at all levels of experience for definitive guidance on every aspect of general surgery. As the oldest continuously published textbook of surgery in North America, this fully revised 21st Edition continues to provide the key information, essential teaching pearls, and completely updated content needed to make the most informed surgical decisions and achieve optimal outcomes for patients. Concisely written and evidence based throughout, it covers the breadth of material required for certification and practice of general surgery, highlighted by detailed, full-color intraoperative illustrations and high-quality video clips. Follows a clear, consistent progression beginning with principles common to surgical specialties including fluid and electrolyte management, metabolic support, and wound healing. Subsequent sections review the management of injury, transplantation, oncology, breast, endocrine, and abdominal procedures. Covers key topics such as emerging surgical technologies and devices, regenerative medicine, the latest concepts in cancer biology and treatments, and evidence-based management and treatment. Emphasizes the most up-to-date minimally invasive techniques and the use of robotics when indicated. Features more than 2,000 superb illustrations and intraoperative photographs and 25 procedural videos that facilitate quick comprehension of surgical techniques. Includes more schematic diagrams, summary tables, boxes, and

algorithms that provide a rich resource for reviewing surgical techniques and preparing for in-training and board exams. Shares the expertise of dozens of new authors and includes two new chapters on robotic surgery and fetal surgery. Contains fully updated content on topics encountered by general surgery residents in training as well as in-depth coverage of subspecialty areas including head and neck, thoracic, vascular, urology, neurosurgery, pediatrics, and gynecology. Provide top-level obstetrics and gynecology telephone triage that is safe, efficient, and effective, with Telephone Triage for Obstetrics & Gynecology, 3rd Edition. This at-your-fingertips guide offers a wide range of current, evidence-based protocols, backed by proven patient-questioning techniques, quick-reference charts, and real-life patient scenarios. Adaptable to private practice, hospital, clinic, or call center, this invaluable guide will help ensure that your telephone triage standards stay high, while your practice serves individual patient situations with empathy and accuracy, right from the start. Be expertly guided through the telephone triage rigors of data-gathering, protocols, and patient education, with these vital features: - NEW chapter on incorporating internet research into advice on specific protocol --NEW and expanded protocols that offer updated content on preconceptual screening, infectious disease impacts on pregnancy, infertility management, and emergency contraception - Quick-reference sections that arrange protocols alphabetically for fast locating - Easy-to-follow, data-gathering, flowchart format that helps you quickly determine the nature and urgency of the caller's problem, and choose the appropriate intervention - Easy-to-explain patient-education sections after each protocol - Basic Triage Assessment Forms that address specific problems and require vital patient data - Guidance on developing "telephone charisma" and the power of sympathetic listening - Effective patient questioning techniques-pertinent questions to ask, types of questions, time management, getting clarification - Real-life call scenarios that point out problems with not listening fully to the patient, skipping relevant questions, or exerting judgments - Covers telephone triage basics, including logistical and legal considerations,

assessments, telephone communication basics and challenges, and more - Offers obstetric protocols, including overviews of preconceptional and infertility, early management of unintended pregnancy, fetal prenatal screening, early pregnancy evaluation and surveillance, and more - Offers gynecologic protocols, including overviews of abnormal bleeding and spotting, amenorrhea, barrier contraceptives, breast complaints, emergency contraception, injectable contraceptives, intrauterine contraception, menopausal concerns, and more - Vital guidance for all gynecologic nurses, obstetric nurses, certified nurse midwives, OB/GYN nurse practitioners, all triage nurses, and health professionals at call centers Your book purchase includes a complimentary download of the enhanced eBook for iOS<sup>^</sup>, Android<sup>^</sup>, PC, and Mac. Take advantage of these practical features that will improve your eBook experience: - The ability to download the eBook on multiple devices at one time-providing a seamless reading experience online or offline - Powerful search tools and smart navigation cross-links that allow you to search within this book, or across your entire library of VitalSource eBooks - Multiple viewing options that enable you to scale images and text to any size without losing page clarity, as well as responsive design - The ability to highlight text and add notes with one click About the Clinical Editors Vicki E. Long, DNP, RN, CNM, is an Assistant Professor at the School of Nursing, University of South Carolina Aiken. Patricia C. McMullen, PhD, JD, WHNP-BC, RN, FAANP, FAAN, is a Professor and Dean of the School of Nursing, The Catholic University of America, Washington, DC. Performing telephone triage requires the ability to make quick and effective decisions based on limited information. This rapid-access resource delivers more than 200 triage protocols for evaluating patients' symptoms over the telephone. Each symptom entry lists questions, grouped by urgency level, to determine whether the caller should seek emergency care immediately, seek medical care the same day, call back for appointment, or follow home care instructions. Detailed home care instructions are then provided. Simple, direct, and useful, this is the most comprehensive and user-friendly telephone triage book available. The Pocket Book is for use

by doctors nurses and other health workers who are responsible for the care of young children at the first level referral hospitals. This second edition is based on evidence from several WHO updated and published clinical guidelines. It is for use in both inpatient and outpatient care in small hospitals with basic laboratory facilities and essential medicines. In some settings these guidelines can be used in any facilities where sick children are admitted for inpatient care. The Pocket Book is one of a series of documents and tools that support the Integrated Management. Provide efficient patient assessments over the telephone with this handy reference! As healthcare delivery continues to shift from a predominantly inpatient setting to ambulatory care, telephone triage has become an increasingly important competency for nurses to master, especially for those working with patients with otorhinolaryngology issues. Telephone Triage for Otorhinolaryngology and Head-Neck Nurses provides symptom-specific guidelines, to handle patients' common concerns. Cindy J. Dawson, Margaret M. Hickey, and Susan Newton have brought together nurses who specialize in otorhinolaryngology and head-neck care to share their expertise for 38 suggested symptom protocols, including special considerations for pediatric patients. Chapters on triage models, tips on performing triage, how to conduct an assessment over the telephone, and legal concerns round out the book for a complete resource. This text can serve as a handy guide for telephone triage training, as well as establishing a formal telephone triage nursing program within an otorhinolaryngology practice. When patients call, Telephone Triage for Otorhinolaryngology and Head-Neck Nurses provides valuable information at your fingertips. Book jacket. This unique text serves as the foundation for pediatric emergency nursing practice and also addresses pediatric trauma care. Since its first publication in 1936, Sabiston Textbook of Surgery has been regarded as the preeminent source for definitive guidance in all areas of general surgery. The 20th edition continues the rich tradition of quality that has made this classic text synonymous with the specialty and a part of generations of surgery residents and practitioners. Meticulously updated throughout, this classic text concisely

covers the breadth of material needed for certification and practice of general surgery. Detailed, full-color intraoperative illustrations capture key teaching moments, allowing you to better understand the basic science of surgery, make the most informed decisions and achieve optimal outcomes for every patient. Understand the underlying science and its clinical application to make informed surgical decisions and achieve optimal outcomes. Overcome tough challenges, manage unusual situations, and avoid complications with the most trusted advice in your field. Get the depth of coverage you need in an easily accessible, single volume organized by organ and along traditional lines beginning with principles common to surgical specialties including fluid and electrolyte management, metabolic support, and wound healing. Subsequent sections review the management of injury, transplantation, oncology, breast, endocrine, and abdominal procedures. Explore topics encountered by general surgery residents in training as well as in-depth coverage of subspecialty areas including head and neck, thoracic, vascular, urology, neurosurgery, pediatrics, and gynecology. Visually grasp and retain difficult concepts thanks to a full-color design featuring an abundance of illustrations, intraoperative photographs, and tables as well as more schematic diagrams that facilitate the comprehension of surgical techniques and procedures. Glean all essential, up-to-date, need-to-know information about the latest surgical perspectives and approaches to treatment including innovations in minimally invasive surgery and percutaneous devices. Streamline clinical decision making with an increased number of schematic diagrams and key data on surgical outcomes. Performing telephone triage requires the ability to make quick and effective decisions based on limited information. This rapid-access resource delivers over 200 triage protocols for evaluating patients' symptoms over the telephone. Each symptom entry lists questions, grouped by urgency level, to determine whether the caller should seek emergency care immediately, seek medical care the same day, call back for appointment, or follow home care instructions. Detailed home care instructions are then provided. Simple, direct, and useful, it is the most comprehensive

and user-friendly telephone triage book available. This new edition features several new protocols--Swine Flu (H1N1 virus), Bedbug Problems, Tattoo Problems, and Emergency Contraception--as well as new information in the introductory chapter about program development, management issues, and staff development, including training. Also featured is a new reminder about documentation in each protocol as well as a new anatomic Table of Contents and expanded home care instructions. This is a concise, user-friendly orientation guide and reference for new and seasoned nurses, paramedics, preceptors, educators, management teams, and anyone else working in the triage environment. It offers guidelines covering key processes and practices triage nurses use daily. Chapters address core elements of triage such as patient point of entry, acuity scales, and "red-flag" patient presentations and how to handle them; coordination and communication with other health care team members; and documentation. The book offers practical information on triage for emergency department and urgent care settings, with useful tips for both triage orientees and preceptors. It addresses care considerations for specialized populations including geriatric and pediatric patients. The text supplies essential information on teaching and learning principles and the fostering of critical thinking skills, and covers such topics as compassion fatigue, customer service, legal concerns, core measures, and patient and staff safety. Trends in triage nursing such as electronic medical record considerations, provider in triage, and advanced triage protocols are included. Information is organized in brief, bulleted "bites" for knowledge at a glance, and Fast Facts in a Nutshell boxes reinforce key concepts. -- Delineates essential pediatric knowledge and skills that will greatly enhance nursing orientation and ongoing education This pocket-sized resource for nurses confronting pediatric emergencies provides immediate access to vital, life-saving information. Ideal for a variety of settings, this guide distills the wisdom of expert pediatric emergency clinicians who provide a wealth of critical information from basic foundational knowledge through red flag presentations and triage. After describing how

to best incorporate the guide into practice, the book conveys important contextual information about pediatric developmental stages, anatomy and physiology, and how to communicate effectively with patients and caregivers. This essential resource provides comprehensive triage content; a combination of concept-based learning, disease pathology, and recognition according to body system; and psychosocial considerations. Additionally, behavioral health issues, congenital cardiac anomalies, and children with unique needs, along with assessments, interventions, critical medications, and selected components of resuscitation are covered. This text provides emergency, urgent care, clinic, school nurses and others, both experienced and inexperienced, with a pocket reference when caring for the pediatric patient. A quick-reference section highlights emergency pediatric procedures and medication administration for at-a-glance information. Chapters contain space for taking notes, inscribing important phone numbers, or pasting facility-specific policies and procedures. Key Features: Concise, pocket-sized, immediate-access format Useful for emergency, urgent care, clinic, school, detention center, summer camp settings, and others Utilizes a systematic evidence-based approach for the triage, assessment, and identification of appropriate interventions for a variety of clinical presentations Describes nursing pearls and critical concepts of pediatric emergency care Addresses typical vs. atypical patient presentations Provides step-by-step information for pediatric procedures Addresses anatomic and physiologic age-specific considerations applicable to each disease pathology or injury Icons are used throughout the book to quickly direct the user to specific content areas Contains blank note pages for customization

**CONTENTS:** 1. U.S. ARMY MEDEVAC CRITICAL CARE FLIGHT PARAMEDIC STANDARD MEDICAL OPERATING GUIDELINES - CY20 Version Published January 2020, 278 pages 2. TCCC Guidelines for Medical Personnel - 1 August 2019, 24 pages 3. Joint Trauma System Clinical Practice Guideline Special Edition v2.0 - Management of COVID-19 in Austere Operational Environments (Prehospital & Prolonged Field Care) - 28 May 2020, 40 pages

4. DoD C-19 PRACTICE MANAGEMENT GUIDE - Clinical Management of COVID-19, 124 pages 5. COVID-19 Considerations in the Deployed Setting (Presentation) - 27 May 2020, 35 pages

**INTRODUCTION** The STANDARD MEDICAL OPERATING GUIDELINES (SMOG) continues to go through significant improvements with each release as a result of the collaboration of Emergency Medicine professionals, experienced Flight Medics, Aeromedical Physician Assistants, Critical Care Nurses, and Flight Surgeons. There has been close coordination in the development of these guidelines by the Joint Trauma System, and the Defense Committees on Trauma. Our shared goal is to ensure the highest quality en route care possible and to standardize care across all evacuation and emergency medical pre-hospital units. It is our vision that all of these enhancements and improvements will advance en route care across the services and the Department of Defense. Unit medical trainers and medical directors should evaluate Critical Care Flight Paramedics (CCFP) ability to follow and execute the medical instructions herein. These medical guidelines are intended to guide CCFPs and prehospital professionals in the response and management of emergencies and the care and treatment of patients in both garrison and combat theater environments. Unit medical providers are not expected to employ these guidelines blindly. Unit medical providers are expected to manipulate and adjust these guidelines to their unit's mission and medical air crew training / experience. Medical directors or designated supervising physicians should endorse these guidelines as a baseline, appropriately adjust components as needed, and responsibly manage individual unit medical missions within the scope of practice of their Critical Care Flight Paramedics, Enroute Critical Care Nurses, and advanced practice aeromedical providers. The medication section of this manual is provided for information purposes only. CCFPs may administer medications only as listed in the guidelines unless their medical director (supervising physician) orders a deviation. Other medications may be added, so long as the unit supervising physician and/or medical director approves them. This manual also serves as a reference for physicians providing medical direction and clinical oversight to the CCFP.

Treatment direction, which is more appropriate to the patient's condition than the guideline, should be provided by the physician as long as the CCFP scope of practice is not exceeded. Any medical guideline that is out of date or has been found to cause further harm will be updated or deleted immediately. The Medical Evacuation Concepts and Capabilities Division (MECCD) serves as the managing editor of the SMOG and are responsible for content updates, managing the formal review process, and identifying review committee members for the annual review. The Standard Medical Operating Guidelines are intended to provide medical procedural guidance and is in compliment to other Department of Defense and Department of the Army policies, regulatory and doctrinal guidance. Nothing herein overrides or supersedes laws, rules, regulation or policies of the United States, DoD or DA. This is a concise, user-friendly orientation guide and reference for new and seasoned nurses, paramedics, preceptors, educators, management teams, and anyone else working in the triage environment. It offers guidelines covering key processes and practices triage nurses use daily. Chapters address core elements of triage such as patient point of entry, acuity scales, and "red-flag" patient presentations and how to handle them; coordination and communication with other health care team members; and documentation. The book offers practical information on triage for emergency department and urgent care settings, with useful tips for both triage orientees and preceptors. It addresses care considerations for specialized populations including geriatric and pediatric patients. The text supplies essential information on teaching and learning principles and the fostering of critical thinking skills, and covers such topics as compassion fatigue, customer service, legal concerns, core measures, and patient and staff safety. Trends in triage nursing such as electronic medical record considerations, provider in triage, and advanced triage protocols are included. Information is organized in brief, bulleted "bites" for knowledge at a glance, and Fast Facts in a Nutshell boxes reinforce key concepts. Key Features Provides essential guidance for key procedures and protocols in an easy-to-read, easy-to-access format Offers

practical triage information with a focus on emergency department and urgent care settings Focuses on processes, critical thinking, and the legal aspects of triage Includes care considerations for specific patient populations Incorporates advice from seasoned emergency department nurses and triage educators With over 136.3 million patient visits to the Emergency Department, emergency nurses are not only in high demand but a continuously growing segment of the nursing profession. Emergency nurses find themselves in high-risk, faced-paced, physically and emotionally demanding, and difficult situations on a constant bases, which many nurses will describe as both stressful and surprisingly, extremely fulfilling. But there are so many variables, moving pieces, and different roles when it comes to emergency nurses. How do you begin to understand or know if this is the right career for you when there is so much to know? Emergency Nurse: The Profession, the Pathway, and the Practice provides students, new nurses, and existing emergency nurses the tools and information they need to pursue and sustain a successful career in emergency healthcare. Author Jeff Solheim informs readers about the career opportunities that exist within emergency nursing, introduces nurses to the emergency department and how it differs from other healthcare settings, and explains the challenges and patient populations that emergency nurses will face on a regular basis. Filled with fun facts, notes, and practical advice, this book is a fantastic resource for a nurse eager to learn more about emergency care. Deaths in hospital often occur within 24 hours of admission. Many of these deaths could be prevented if very sick children are identified soon after their arrival in the health facility and treatment is started immediately. Therefore, a process of rapid triage for all children presenting to hospital needs to be put in place to determine whether any emergency or priority signs are present. This 3 1/2-day training course builds on the WHO Emergency Triage Assessment and Treatment (ETAT) guidelines as contained in the Pocket book of hospital care for children . It provides participants with the reading materials to prepare themselves for the modules taught in the course. Guidance on how to conduct the training is contained in the



parallel facilitator's guide. This training course can be included in a quality improvement process, which targets the whole hospital or it can start such a process. Telephone Triage Protocols for School Age Populations (Age Six to 18 Years) is the first and only age-based, patient-centered, completely customized guidelines specific to school age, adolescent and young adult populations. Comprehensive The guidelines address over 1,500 medical conditions -- the most common presenting symptoms -- as well as rare, but predictable emergent symptoms. Each protocol includes screening questions, home treatment or first aid directives, and supplemental information. User Friendly Descriptions of conditions are detailed enough to assure confident decision-making, yet concise enough to eliminate excessive, time-consuming and confusing cross-referencing. This reduces decision fatigue - a known contributor to error. Symptom descriptions, home treatment and first aid instructions are written in 5th-8th grade lay language to facilitate patient-centered communications. Standards-Based This system, when used correctly, reduces common errors: inadequate data collection, jumping to conclusions, and selection of the wrong guideline. Authoritative, Expert Task Force The guideline set was collaboratively developed over a two-year period, with the collective expertise of twenty nurses, nurse practitioners and physicians. Promotes Risk Management Since 1995, these guidelines have been used in 300-500 sites nationally without a single report of errors, omissions or malpractice. Transparent A semi-algorithmic and pattern recognition hybrid design, so users can understand and appreciate the why, how and where of the system elements. A Generic Guideline supports nurses in cases where existing protocols may not apply, with general descriptions of emergent, urgent, acute and non-acute conditions. User's Guide An 80-page user's guide thoroughly describes the overall design, as well as different elements, search engine strategy and terminology. Decision-making strategy A synthesis of both algorithm and heuristics or pattern recognition, the design mimics the brain's natural problem solving strategy. Medical decision expert, Vimla Patel, PhD., in research, validated this real world approach to

decision-making. User Friendly Dispositions Five clearly defined, consistent dispositions promote clear follow up instructions. Users are spared frustrating searches through long lists of disposition options. Easy on your budget - electronic software can cost your facility hundreds of thousands of dollars. Even growing your own paper protocols, is time consuming, expensive and may not produce high quality results. Emergency Nurses Association Media Award Media Award: Fast Facts for the Triage Nurse: An Orientation and Care Guide, 2nd Edition - Lynn Sayre Visser, MSN, RN, PHN, CEN, CPEN and Anna Montejano, DNP, RN, PHN, CEN, of California <https://www.ena.org/press-room/2019/06/13/for-mer-ena-president-receives-emergency-nurses-association-s-most-prestigious-award> 1st Edition Winner of the AJN Book of the Year Award for Emergency/Critical Care Nursing This authoritative orientation guide for new and seasoned nurses, preceptors, educators, management teams, urgent care staff, pre-hospital personnel, and anyone working in the triage arena presents essential information to access quickly and repeatedly. Patients rarely present to triage with a diagnosis, but rather convey a multitude of complaints, signs, and symptoms. It is the job of the triage nurse to identify serious "red flag" presentations hidden among all this information while delivering individualized care and juggling wait times in often overcrowded emergency departments. Fast Facts for the Triage Nurse, Second Edition, retains its key focus on numerous aspects of triage for emergency department and urgent care settings, from orientation, to front-end processes, to clinical practice and nursing essentials. With real-life examples, the chapters detail a multitude of clinical presentations and include procedures and protocols that the triage nurse implements in daily practice. This newly revised and updated edition covers how to build confidence in the triage role, accurately assess patient presentations, reduce personnel and hospital liability, increase patient and staff satisfaction, and, ultimately, deliver quality patient care that supports best outcomes. 5 New Chapters in the Second Edition: Active Shooter/Active Violence Emergency Management for When Disaster Strikes Triage

Competency Pain Management Endocrine Emergencies Key Features: Covers essential clinical information in an easy-to-read format Focuses on processes, patient and staff safety, legalities, documentation, and critical thinking at triage Addresses specific patient populations including pediatric, older adult, human trafficking, military personnel, and more Offers guidance from seasoned emergency department nurses and triage educators Pediatric Telephone Triage Guidelines, Infant-Child (Birth to 6 Years). The first and only 5-Tier Triage, Age-Specific Guidelines for School Age populations. Updated Sections that have been revised or added to the 2005 edition include: Telephone Triage 5-Tier Triage Flow Chart & Master Guideline, QA Audit, ACEP & ENA Position Papers, Standards and research on safety, root causes of error, and Five-Tier Triage. Customizable Make this manual "your own" by placing in a binder with tabs. Use it as a base set and add your facilities' preferences on colored sheets at the end of each guideline. "Growing your own" paper guidelines from scratch may take years to accomplish, may be more expensive than expected and may not produce high quality results. Evidence-Based Design: Checklists - Five standardized screening checklists help to rule out and rule in key symptoms to estimate symptom urgency and reduce mistriage (Gawande, 2009; Wachter 2015) 5 -Tier Triage Dispositions - insure patient informed consent and continuity, directing patients to where, when and why they should be seen. Consistently apprises callers of the urgency of their symptoms to help insure timely compliance. Five clearly defined, standardized dispositions (firm but flexible time frames, access sites and urgency rationale). promote reliable, consistent outcomes and clear follow up patients directives. The goal of these guidelines is "to get patients to the right place, at the right time for the right reason." Users are spared frustrating, confusing and time-consuming decision-making related to algorithm formats (ENA/ACEP, 2010) All Hours/All Access Sites - dispositions apply 24/7/365; they are not limited to office- or after- hours. Access sites are flexible for all hour options Standards-Based System to reduce common errors: inadequate data collection, miscommunications, cognitive bias

(jumping to conclusions or stereotyping) and inadequacies in informed consent and continuity (IOM, 2011, Donabedian, 2003, Patel, 1996, AACN, 2012) Master GuidelineA "universal" triage tool derived from ACEP and Manchester Triage Group standards. Integrated standards in this guideline support clinicians in three ways: 1. As "contingency" or "fall back" guide (in cases where no specific guideline applies); 2. as a preemptive guideline, before selecting a more specific guideline, 3. As a training tool for new hires as a review of commonly presented symptoms (IOM, Joint Commission, 2011) Essential Features: Authoritative collaboratively developed over a two-year period by 20+member Expert Task Force. Nurse-developed, physician-reviewed. Comprehensive - Address the most common presenting symptoms, and rare, but predictable emergent symptoms -- 1,500 medical conditions. Risk Management Used in 500+ sites since 1995 without any report of errors, omissions or malpractice. User's Guide describes how to operate this reference (30 pages) Cost effective Paper-based guidelines are economical; electronic algorithms can be extremely costly This great resource provides the expert help triagers need to handle a wide array of phone inquiries. The new 4th edition is completely revised and updated to include more than 100 protocols that provide step-by-step guidance for addressing 90% of the most common adult complaints. Print+CourseSmart "The authors not only encourage data gathering, they emphasize the qualities of personal interactions, courtesy and sensitivity, and consideration to upgrade triage category when history is hampered by youth, age, impairment of faculties, or language ability that might otherwise conceal potential problems. Appropriate treatments to initiate at triage are indicated where needed. This book puts forward a practical way of coming back to basics and helps categorize priority for patients. As an educator or manager, I would feel confident that, with it, my nurses are being prepared to make safe decisions with an accurate program that reflects current thinking in triage strategy." -Tom Trimble, RN, CEN, BA, ASN, AA Editor and Publisher Emergency Nursing World This critical-thinking blueprint for the triage nurse delivers essential knowledge for accurate

decision-making in emergency triage situations. Formatted to provide easily accessible and retrievable information, the manual facilitates rapid recognition and understanding of acuity levels and their application to patient care. The newly updated second edition reflects current health conditions and scenarios in EDs, urgent care centers, offices, and first aid centers, both domestic and international. It contains important new information on program development, training, and quality management along with useful tips and tools. Completely new protocols, additional case studies, and quality management guidelines and tools further add to the merit of the second edition. The resource addresses a wide range of both adult and pediatric conditions that are system-based and listed in alphabetical order. Each protocol has been developed to ensure accuracy and consistency, regardless of which 5-tier triage system is in use. Abundant case studies and multiple appendices provide additional information to support the protocols, broadening the nurse's scope of knowledge and prompting in-depth examination of potentially lethal conditions. Additionally, appendices contain valuable training materials for program development, training, and quality management tips and tools. New to the Second Edition: Updated protocols reflecting current health conditions/situations in EDs, urgent care centers, offices, and first aid centers Important new information on program development, training, and quality management tips and tools Additional material including mass casualty, exposure (biological, chemical, disease), military care, infections (isolation concerns), behavioral issues (violence), and narcotic overdose New case studies Developing a triage program Quality management guidelines and tools Key Features: Facilitates consistency in triage decisions among different nurses Uses health care resources appropriately and efficiently Sets minimum expectations for triage decisions Guides nurses in asking the right questions, determining how soon the patient must be seen, and interventions to consider Serves as a valuable reference for both new and experienced nurses Serves as a training tool in orientation Gain a complete, practical understanding of the essential benefits and unique challenges of Telephone Triage for non-

clinical call handlers. Telephone Triage Care builds on establishing an understanding of the entire healthcare system as well as Telephone Triage's crucial role within it. It provides a distinctive scenario-based approach to the call handler's role, highlighting important aspects such as the need for effective communication as well as the considerations of legal and ethical issues. Telephone Triage Care combines practical information on the healthcare system with specific, real-life examples on how to handle the various situations the call responder may encounter in their complex and challenging role. Telephone Triage Care includes: The importance of communication Anatomy and physiology How to deal with legal, ethical and professional issues Health and wellbeing at work Advice on how to handle callers with mental health issues Working with callers of special considerations Critical thinking and decision making Scenario examples and models Handle questions about pediatric care with confident accuracy: Telephone Triage Protocols for Pediatrics is the quick-access guide to providing fast, efficient phone assessments and accurate care recommendations. This comprehensive, on-the-spot resource lists a broad range of symptoms alphabetically. A flow chart format provides the crucial Yes or No questions to ask, with each answer moving quickly to optimal recommendations or instructions. A vital resource for all nurses, this is irreplaceable to those in pediatric or family practice. Tap into top-level guidance for fast, efficient assessments ... Step-by-step guidance for making accurate assessments --170 proven protocols addressing a wide range of symptoms, disorders, and medical emergencies, for newborn to age 18 Sorts life-threatening problems from those not requiring physician or emergency care--callers are directed to make an appointment, seek emergency care, or follow home care instructions Increases consistency of advice and documentation Supports nurses of all knowledge and experience levels Color tabs for each section enable quick access Symptoms alpha-organized and grouped by level of urgency, addressing injuries, trauma, pain, swelling, and other symptoms for: Head, eyes, ears, nose, throat, mouth, back, neck, arm, and leg Body system problems - chest/cardiovascular, respiratory GI,

genital/obstetrics and gynecological problems, urination, and skin problems Chronic and infectious diseases Behavioral problems Infant-specific problems Sections under every symptom include: Key Questions to ask the caller Other Protocols to Consider Reminders - for proper documentation Assessment - symptoms and conditions that determine urgency Action column - Following Yes or No answers to assessment questions, with emergency actions appearing first Immediate actions - proven protocols and/or referrals to emergency, physician, or at-home care Home Care Instructions - before emergency care, before appointment, or at-home care Emergency Instructions - in-the-moment first aid Report the Following Problems - what caller should tell their physician or emergency department Seek Emergency Care Immediately - if certain symptoms occur Must-have resource for medical offices, clinics, schools, emergency departments, urgent care centers, home health agencies, and managed healthcare providers About The Authors Julie Briggs, RN, BSN, MHA, is Director of the Emergency Department at Good Samaritan Community Healthcare in Puyallup, Washington. Mikki Meadows-Oliver, PhD, RN, PNP-BC, is an Associate Professor at the Yale University School of Nursing in Orange, Connecticut. Hospital Preparation for Bioterror provides an extremely timely guide to improving the readiness of hospitals or healthcare organizations to manage mass casualties as a result of bioterrorism, biological warfare, and natural disasters. Contributions from leading law enforcement agencies, hospital administrators, clinical engineers, surgeons and terror-prevention professionals provide the most comprehensive, well-rounded source for this valuable information. Chapters on logistics and protecting the infrastructure help personnel distinguish the specific risks and vulnerabilities of each unique institution and assists in identifying specific solutions for disaster and bioterrorism preparedness. Principles and techniques discussed are applicable to all disasters, both large and small, not just bioterrorism. Technical aspects such as hospital power and telecommunications are covered, in addition to patient care, response to mass casualties, large-scale drills, and surge capacity.

Organized along functional lines, patient flow, medical specialty, and infrastructure. A complimentary website with supplementary materials, check-lists, and references enhances the text and provides additional resources for preparedness. This new book is a companion to Pediatric Telephone Protocols: Office Version, and it can also stand alone as an independent resource. Pediatric Nurse Telephone Triage is a pediatric nurse triage tool that has 2 major objectives. the first objective is to teach nurses how to perform nurse telephone triage using standard triage guidelines. the second objective is to educate nurses to better understand the rationale behind the Barton D. Schmitt telephone triage guidelines. Tables, figures, and algorithms are used throughout the text to illustrate, organize, and explain how to do telephone tria The influenza pandemic caused by the 2009 H1N1 virus underscores the immediate and critical need to prepare for a public health emergency in which thousands, tens of thousands, or even hundreds of thousands of people suddenly seek and require medical care in communities across the United States. Guidance for Establishing Crisis Standards of Care for Use in Disaster Situations draws from a broad spectrum of expertise--including state and local public health, emergency medicine and response, primary care, nursing, palliative care, ethics, the law, behavioral health, and risk communication--to offer guidance toward establishing standards of care that should apply to disaster situations, both naturally occurring and man-made, under conditions in which resources are scarce. This book explores two case studies that illustrate the application of the guidance and principles laid out in the report. One scenario focuses on a gradual-onset pandemic flu. The other scenario focuses on an earthquake and the particular issues that would arise during a no-notice event. Outlining current concepts and offering guidance, this book will prove an asset to state and local public health officials, health care facilities, and professionals in the development of systematic and comprehensive policies and protocols for standards of care in disasters when resources are scarce. In addition, the extensive operations section of the book provides guidance to clinicians, health care institutions, and state and

local public health officials for how crisis standards of care should be implemented in a disaster situation. The Most Comprehensive and User-Friendly Adult Telephone Triage Protocols Available - From a Pioneer in the Field "This is a well thought out and organized tool for those involved in telephone advice and triage. It has many unique features not normally found in triage protocols, including research related to medical error, decision support, and critical thinking. The references are extensive. It is a necessary addition to the library of anyone involved in telephone triage and this update is an essential replacement for the previous protocols book. 3 Stars."--Doody's Review Service Written by Sheila Wheeler, one of the world's leading experts in telephone triage, this functional reference provides the guidelines nurses need for the safe, effective, and fast disposition of 1,000+ health related problems by telephone. Organized by anatomical site and written in lay language, Telephone Triage eliminates the extra step of translating home treatment, first aid, or self-assessment instructions when performing telephone triage with the layperson. The format incorporates a critical-thinking process that mimics how nurses naturally solve problems in real-world situations.

This "4 in 1" package contains everything you need to implement a telephone triage program: Comprehensive training, protocols, standards and a CD with case studies for analysis and critique, plus an optional telehealth continuing education website. Features: Users Guide - complete with insightful FAQs Protocols - wide-range of common diseases including Women's Health Documentation Form - ensures proper procedure, documentation, and risk management Standards - Comprehensive practice standards for practitioners and programs CD-ROM - contains 10 case studies for discussion and analysis Continuing Education - An accompanying website to earn CE credit online, at [www.teletriage.com](http://www.teletriage.com) Representing the latest research and standards in the field, Telephone Triage is the ultimate resource for the triage nurse. PEDIATRIC TRIAGE GUIDELINES focuses on practical information that can be used by health care providers in virtually any health care setting where children are seen. It is divided into four main sections covering: general information about triage; standing orders for medications, laboratory procedures, and radiologic procedures; triage reference data; and triage protocols, presented on 2-page spreads, for approximately 140 different situations.