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# Telephone Triage Protocols for Adults 18 Years and Older (Telephone Triage Protocols for Pediatric and Adult Populations) (Vol 3)

*Sheila Quilter, Rn, MS Wheeler*

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As health care delivery systems evolve and managed care affects every venue of care delivery, telephone triage and advice programs are rapidly emerging as a necessary service to help control costs and health resource utilization. Available individually or as a set, the Telephone Triage Protocols for Pediatric and Adult Populations gives health care providers a three-volume set of age-adjusted, collaboratively developed, user-friendly protocols that address approximately 1,000 possible diagnoses by focusing on 50 key symptoms and problems. The protocols classify symptoms as emergent, urgent, acute, and non-acute; provide disposition and advice based on those classifications; and supply cross references and teaching and referral, where appropriate. Designed with low-income, high-risk, low-literacy clients in mind, these protocols will enable health care providers to avoid liability and to reap the benefits of appropriate health care utilization.

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