



Telephone Medicine: Triage and Training for Primary Care

Dr Harvey Katz

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The staff member who takes a call from a patient must be trained to recognize which calls represent emergencies and which do not. This text offers guidelines for assessing calls, written at an appropriate level for the medical office assistant and organized by complaint; chapters on individual complaints which cover adults and children and provide staff with background information and a list of questions to ask; home health care advice for each problem; guidance on risk management for physician and staff; and sample cases for training and evaluation.

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