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Telephone Medicine: Triage and Training for Primary Care

By Katz, Dr Harvey

F.A. Davis Company, 2001. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service!

Summary: -- Comprehensive, up-to-date information on how to set up the office telephone system and train personnel--

Contains decision guidelines for assessing urgency of most common calls--

Written at appropriate level for the medical office assistant and organized by complaint--

Chapters on individual complaints cover adults and children and provide staff with essential background information and a list of the questions to ask in order to determine the urgency of the patient's condition--

Includes home health care advice for each problem--

Offers guidance on risk management for physician and staff--

Includes sample cases to train and evaluate personnel.



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Reviews

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