



## 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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