Legal Risks of Telephone Triage

Sachia Logan, RN, CPN
Contact Center

Introduction to Telephone Triage

- Registered Nurse
- Nursing Diagnosis
- Cost-effective
- Children’s Mercy Telephone Triage Nurses
- Decision Support Tool (McKesson)

Example of a protocol (Cold)

- 67 Rule out: pneumonia
- 55 Rule out: sepsis
- Care Advice
  - 2058 FEVER: Don’t give any acetaminophen before being seen. (Reason: need accurate temperature documentation to decide if septic workup is necessary) (R/O false positive)
  - 2071 CARE ADVICE given per Colds (Pediatric) guideline
  - (EXCEPTION: age > 1 yr, fever down AND child comfortable. If recurs, see now.)

Certifications/Licensure

- Dually Licensed
- RNC-TNP
- CPN
http://www.pncb.org/plistore/control/index
http://www.nursecredentialing.org/

Is it really what they say it is?
Charting
- Artist - Paint a picture
- Dr. Barton Schmitt
- Details on caller

Legal Implications
- Case 93 Triage Nursing (handout)
- Where do I stand?
- Negligent Advice

Quality Assurance
- FHP QA/I on all dispositions
- Physician/Patient Satisfaction Survey
- Review of nurse protocols by PAB
- Random Chart Audits
- Audit Concerns and Complaints

Audits
- Audit Concerns and Complaints
- Random Chart Audit
References

• Barton D. Schmitt Protocols

References (continued)

• Contact Center Annual Report 2008

References (continued)

• Physician Advisory Board

Questions?