

REGISTRATION

- ☐ **NASHUA, NH • FEBRUARY 24-25**
☐ **WOBURN, MA • FEBRUARY 27**
☐ **WOBURN, MA • FEBRUARY 28**

STEP 1 REGISTRANT INFORMATION

REGISTER ONLINE AT www.telephone-triage.com (Seminars)

Name: _____

License: RN ____ LPN/LVN ____ Other ____ Position: _____

PRACTICE SETTING: Office/Clinic ____ Call Center ____ HH/Hospice ____ Other ____

Employer: _____

Work Address: _____

City/State/Zip: _____

Home Address: _____

City/State/Zip: _____

Work Phone: _____ Home Phone: _____

Email: _____

(REQUIRED - CONFIRMATION LETTER WILL BE EMAILED)

How did you find out about this seminar?

☐ I received a brochure (Source Code from Address Label: _____)

☐ Found brochure on internet ☐ Received notice of seminar via email

☐ I learned about seminar from: Name _____

STEP 2 COST OPTIONS (groups must register together)

ONE DAY SEMINAR

Individual _____ @ \$259 each

Group of 2 or more _____ @ \$239 each

Products Ordered \$ _____

TOTAL \$ _____

TWO DAY SEMINAR

Individual _____ @ \$399 each

Group of 2-5* _____ @ \$359 each

Products Ordered \$ _____

TOTAL \$ _____

*Contact office for groups of 6 or more: (501) 767-4564 or jesika@telephone-triage.com

Add-on Product (NOT REQUIRED FOR OR USED IN SEMINAR)

The Art and Science of Telephone Triage: How to Practice Nursing Over the Phone
(Rutenberg & Greenberg, 2012).

Endorsed by the American Academy of Ambulatory Care Nursing.
_____ @ \$79.00 each (will be delivered at Seminar)

STEP 3 PAYMENT OPTIONS

☐ Check ☐ PO ☐ Credit Card _____

Name on Card _____

Exp Date _____ Billing Zip _____ Billing Address: ☐ Home ☐ Bus

STEP 4 REGISTER FOR SEMINAR



Mail

Telephone Triage Consulting, Inc.
118 Clover Ridge Court
Hot Springs, AR 71913

Online

www.telephone-triage.com

Fax

501-767-1134

Phone

501-767-4564

CANCELLATION POLICY:

You may cancel up to 10 days prior to the event for a full refund less a \$35 cancellation fee (\$30 each for 2-5; \$25 each for groups of 6 or more). After that time, you may send a substitute, apply 1/2 of your registration fee to the price of telephone triage products, or receive credit for registration at another seminar. Substitutions may be made at any time for a \$20 processing fee (\$15 each for groups of 2 or more).

TELEPHONE TRIAGE CONTINUING EDUCATION SEMINARS

ATTENTION:
Nurses • Managers
Educators • Administrators

PRST STD
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 Permit No. 700

**MAIL
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 TO:**

Telephone Triage Consulting, Inc.
 118 Clover Ridge Court
 Hot Springs, AR 71913
 501-767-4564
www.telephone-triage.com



This continuing nursing education activity was approved by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.
 (For more information regarding contact hours, please call Jesika at 501-767-4564).

TELEPHONE TRIAGE Continuing Education Seminars For Nurses



Telephone Triage Consulting, Inc.

The provision of nursing care over the telephone (and patient portal) has become a routine part of the day of an ambulatory care nurse.

However, many, if not most, RNs have never had formal training in this high-risk practice.

These seminars are designed to provide insight and direction in the practice of telephone triage.

TWO DAY SEMINAR

**TELEPHONE TRIAGE AS
 PROFESSIONAL NURSING PRACTICE**

Improve Quality and Reduce Risk

Nashua, NH • February 24-25, 2020

ONE DAY SEMINARS

TELEPHONE TRIAGE

How to Practice Nursing Over the Phone

Woburn, MA

February 27, 2020 • February 28, 2020

Visit our website www.telephone-triage.com for additional information.

TWO DAY SEMINAR

TELEPHONE TRIAGE AS PROFESSIONAL NURSING PRACTICE

Improve Quality and Reduce Risk

The two-day seminar incorporates a more thorough discussion of topics offered in the one-day seminar, especially in the areas of decision making and critical thinking, using real-life examples to illustrate. When bad outcomes occur, they are more often related to poor program design than nurse competency. Content is offered to highlight and address the elements of organizational program design that, if not properly executed, can negatively impact or thwart the delivery of high-quality, safe patient care, increasing the risk not only to the patient, but further exposing the nurse and the organization to liability. The emphasis of the day will be on professional nursing practice and on patient safety and risk management in telephone triage.

DAY 1

- 8:00-9:45 Telephone Triage: What it is, what it isn't, and what it means to nursing practice
- 10:00-12:00 Standards directing the practice of telephone triage nursing
- 1:00-2:45 Clinical pitfalls and the basic skill set for telephone triage
- 3:00-5:00 Must-have policies and best practices to support safe program design and reduce risk

DAY 2

- 8:00-10:30 Telephone triage theory, critical thinking, and decision making
- 10:30-11:00 Review of recent research in the field
- 11:00-12:00 Communication and the patient interview
- 1:00-3:00 Patient assessment over the phone
- 3:15-4:00 Documentation and use of decision support tools
- 4:00-4:45 Risk management in telephone triage
- 4:45-5:00 Evaluation

• Target Audience:

- RNs who triage and manage patients over the phone
- Administrators, key decision makers, leaders, physicians, and others interested in program design and the legal ramifications of telephone triage

• CE Hours for Nurses: 15

Speaker: Kathy Koehne, DNP, RN-BC, C-TNP

Come to this enlightening professional seminar and learn the "How To's" of providing high quality, low risk Telephone Triage services to your patients.

LOCATIONS & DATES

2 DAY SEMINAR

February 24-25, 2020

Nashua, NH

DoubleTree by Hilton Nashua
2 Somerset Parkway • Nashua, NH 03063
603-886-1200 • www.doubletree.com

1 DAY SEMINARS

February 27, 2020

Woburn, MA

Crowne Plaza Boston-Woburn
15 Middlesex Canal Park • Woburn, MA 01801
781-935-8760 • www.hotelbostonwoburn.com

February 28, 2020

Woburn, MA

Crowne Plaza Boston-Woburn
15 Middlesex Canal Park • Woburn, MA 01801
781-935-8760 • www.hotelbostonwoburn.com

COMMENTS FROM PAST ATTENDEES

- *I was very excited to be here. The conference was well worth it! Now I'm excited to go home and start a more quality triage assessment and to share the knowledge with others.*
- *Great experience! Every triage nurse should attend.*
- *This was the most informative conference I have ever attended. Thank you!!! I know I can take this back to my work and implement change.*
- *You have changed my practice and enriched my life.*
- *This was a top level conference . . . one of the most important and most enjoyable conferences I've been to. I like that it was real!*
- *Excellent!! Thank you for helping me feel better about my job.*
- *Very informative and uplifting!*
- *Really appreciated case studies and practice examples. Very enjoyable - made me feel energized and more passionate about doing my job well and defending my specialty!*
- *Thank you! The examples are excellent.*
- *Engaging, committed to excellence, passionate about topic, kept my attention, practical content, came through loud and clear as an advocate for patients.*
- *This has been the best seminar I have attended.*

ONE DAY SEMINAR

TELEPHONE TRIAGE

How to Practice Nursing Over the Phone

This one-day seminar is designed for RNs performing telephone triage in the ambulatory care setting. The primary emphasis of the day will be on the clinical practice of telephone triage. We will define telephone triage, discuss misconceptions about this practice, and debunk elements of conventional wisdom about telephone triage. Standards will be described, as well as clinical pitfalls that inform the basic skill set for the telephone triage nurse. Critical thinking and decision making in uncertain conditions will be discussed. Practical skills including patient assessment over the telephone, interviewing, documentation, and appropriate use of decision support tools will round out the day. Principles of risk management in telephone triage will be incorporated throughout the seminar.

AGENDA

- 8:00-9:00 Telephone Triage: What it is, what it isn't, and what it means to nursing practice
- 9:00-10:00 Standards directing the practice of telephone triage nursing
- 10:15-12:00 Clinical pitfalls and the basic skill set for telephone triage
- 1:00-2:45 Telephone triage theory, critical thinking, and decision making
- 3:00-3:30 The patient interview
- 3:30- 4:30 Patient assessment over the phone
- 4:30- 4:45 Documentation and use of decision support tools
- 4:45- 4:55 Risk management in telephone triage
- 4:55-5:00 Evaluation

- **Target Audience:** RNs who triage and manage patients over the telephone
- **CE Hours for Nurses:** 7.5

Speaker: Kathy Koehne, DNP, RN-BC, C-TNP, has over 30 years'



experience in nursing, 20 years of which have been in telephone triage nursing practice. In her role as nurse educator, writer and consultant, Kathy has provided numerous educational offerings related to telephone triage, and for over 10 years, she has served as a columnist for AACN Viewpoint's Telehealth Trials and Triumphs. Board certified in ambulatory care nursing and certified in telephone nursing practice, Kathy has participated in the development of national telehealth standards and has served as an expert witness in litigation pertaining to telephone nursing practice. Kathy is certified in Health Care Design and has completed training in the Lean Six Sigma methodology. She developed and implemented a telehealth initiative across a tri-state region for an integrated health system in the Midwest. In 2015, Kathy received her Doctorate in Health Innovation and Leadership from the University of Minnesota.