



Pediatric Telephone Protocols: Office Version(11th Edition)

Barton D. Schmitt

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Handling parents' telephone inquiries quickly and accurately can save time and money, as well as improve the value and efficiency of parent-physician communication. This pediatrician-authored and peer-reviewed resource has been an invaluable tool for the busy pediatrics office. Now, the completely updated and revised new edition presents easy-to-follow protocols for more than 100 common inquiries. Triage assessment questions are highlighted and practical home care advice for each condition is expanded. Other resources include: an user's guide, quality improvement checklist, telephone log sheet, over-the-counter medication questions, and more. It is an essential reference for every staff member who handles telephone inquiries.

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