



# Adult Telephone Protocols: Office Version

*David A. Thompson MD. FACEP*

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*Adult Telephone Protocols* a powerful decision-support tool designed to help busy family practice and internal medicine offices handle a wide array of adult phone inquiries. It guides triagers through each call with the same step-by-step checklist organization as its companion resource, *Pediatric Telephone Protocols*. More than 100 proven protocols cover 95% of the most common adult complaints—everything from insect bites and sunburn to breathing difficulty, seizures, and wound infections.

## Time-saving, care-enhancing features include

- Highlighted triage assessment questions
- Practical home care instructions
- Call prioritization guide “Red flag” checklist for office support staff
- Over-the-counter medication advice
- Office resources checklist
- Reproducible triage log sheets
- ...and more!

## NEW in the 3rd Edition...

- Nearly all protocols substantially revised and updated
- All-new protocols including
  - Arm Pain**
  - Hand and Wrist Pain**
  - Leg Pain**
  - Weakness (Generalized) and Fatigue**
- New 2-column format for easier protocol review and more efficient triage
- Updated over-the-counter medication dosage recommendations
- Updated resource listings
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