

# The Art & Science of Telephone Triage How to Practice Nursing Over the Phone

Carol Rutenberg, RN-BC, C-TNP, MNSc  
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Based on current practice, nursing theory, research and experience, Carol & Liz present a balanced, common-sense, reality-based approach to the practice of telephone triage nursing. This book is a must-read for everyone working in the fields of ambulatory care and telehealth nursing, from manager to educator or front-line nurse. Physicians, administrators and others involved in the provision of care over the telephone will also find this an invaluable resource in understanding the practice of telephone triage nursing.

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