

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

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COMMENTS FROM PAST ATTENDEES

- *Real and to the point.*
- *So much great info! Would like another day!*
- *My supervisor likes to send each Telephone Triage nurse to this particular seminar as she feels it's superior to anything else "out there". She's correct!*
- *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.*
- *Thank you! I enjoyed this meaningful presentation. Would like to do yearly update - Please put me on your mailing list!*
- *This is an excellent conference and reinforces a lot of great habits and an assessment plan to comprehensively, efficiently, and appropriately triage each patient. I learned a ton of information which is especially important as a brand new clinical nurse.*
- *Thank you! The examples are excellent.*
- *Very informative and uplifting!*
- *I thought the seminar was excellent! It has inspired me to go back to work and "positively" challenge our policies (or lack of) and am strongly considering joining AACN and see if I can help make a difference. Thank you for a "world of knowledge"!*
- *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!*
- *Awesome presentation! Don't change anything.*

TELEPHONE TRIAGE AS PROFESSIONAL NURSING PRACTICE

ATTENTION:
Nurses • Managers
Educators • Administrators



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



Featuring
Carol Rutenberg, MNSc, RN-BC, C-TNP
Nationally Recognized Telephone Triage
Expert, Speaker, Author

Telephone Triage as Professional Nursing Practice



Improve Quality and Reduce Risk

- Critical Program Design Elements to Ensure Safe Care
- Scope of Practice and Standards Directing Our Practice
- Critical Thinking: Decision Making in Uncertain Conditions
- Recognizing Life Threatening Emergencies Over the Phone
- Patient Assessment: Seeing The Patient With Your Ears
- Documentation of Phone Calls: What & How
- Risk Management & Review of Relevant Litigation
- How to Avoid Mistakes That Result in Bad Outcomes

Denver, Colorado
August 24-25, 2017

Boston, Massachusetts
August 29-30, 2017

Presented by Telephone Triage Consulting, Inc.
Approved for 15 Hours of Credit for Nurses

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.

Telephone Triage is here to stay.
AS LONG AS OUR PATIENTS HAVE TELEPHONES
AND WE CONTINUE TO ANSWER THEM,
WE'LL BE DOING TELEPHONE TRIAGE.

We can do it wrong,
but we can't NOT do it.

LOCATION & DATES

August 24-25, 2017 DoubleTree by Hilton Denver

3203 Quebec Street • Denver, CO 80207
303-321-3333

www.denver.doubletree.com

Book hotel online or call 303-321-3333
and ask for the Telephone Triage Group Rate
(\$129 + tax) through 07/24/2017

August 29-30, 2017 Crowne Plaza Boston Woburn

15 Middlesex Canal Park • Woburn, MA 01801
781-935-8760

www.hotelbostonwoburn.com

Book hotel online or call 781-935-8760
and ask for the Telephone Triage Group Rate
(\$159 + tax) through 07/27/2017



Carol Rutenberg, MNSc, RN-BC, C-TNP, is a nationally recognized expert, speaker and author in the field of Telephone Triage and is widely regarded as the foremost authority on Telephone Triage and scope of practice. Carol has hands-on experience, having been a Telephone Triage nurse in both

the office and call center settings. She is widely published and is primary author of *The Art & Science of Telephone Triage: How to Practice Nursing Over the Phone*. Carol was awarded the AACN President's *Above & Beyond Award* in 2008 and remains active in that organization. Carol is a consultant specializing in professional education, program design and implementation, and risk management in telephone nursing practice. She has also served as an expert witness in litigation pertaining to telephone triage nursing. Her practice is committed to advancing the practice of Telephone Triage and to providing nurses with the skills and vision necessary to provide excellent care over the telephone.

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

REGISTRATION

DENVER, CO BOSTON, MA

STEP 1 REGISTRANT INFORMATION

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

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)

COMPLETE THIS AREA TO BE ELIGIBLE FOR A DOOR PRIZE!

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 _____

Address _____

STEP 2 COST OPTIONS (groups must register together)

Individual _____ @ \$339 each Separate registration is required for each member of the group. Names of others in group: _____

Group of 2-5 _____ @ \$299 each _____

Group of 6 or more _____ @ \$275 each _____

Products Ordered \$ _____

TOTAL \$ _____ Call or register online for groups of 6 or more.

STEP 3 PAYMENT OPTIONS

Check PO MC/Visa/Disc _____

Name on Card _____ Billing Address: Home Bus

Exp Date _____ Billing Zip _____ Security Code _____

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).

SEMINAR CONTENT

Day 1: Fundamentals of Professional Telehealth Nursing Practice

- Misconceptions about telephone triage
- Telephone triage as professional nursing practice
- Scope of practice and professional standards for telephone triage
- Must-have organizational policies to reduce risk and improve quality
- Best practices supporting safe program design and implementation

Day 2: How to Practice Nursing Over the Telephone

- Critical thinking and decision making in uncertain conditions
- Recognition of life threatening emergencies over the phone
- Systematic patient assessment; seeing the patient with your ears
- Selection and use of protocols
- Documentation, interviewing and risk management in telephone triage

Registration 7:30-8:00 • Seminar 8:00-5:00
Lunch (on your own) 12:00-1:00

TARGET AUDIENCE

- RNs who manage patients over the phone
- Administrators and key decision makers
- Leaders, physicians and others interested in the legal ramifications of telephone triage
- Other personnel with clinical telephone triage responsibilities

IF UNABLE TO ATTEND:

- Please advise me of future seminars
- Please remove me from your mailing list

For information on custom seminars
or on site consultation contact:

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www.telephone-triage.com