

# Telephone Triage as Professional Nursing Practice — Improve Quality and Reduce Risk

September 26 to 27 | 8 a.m. to 5 p.m

UPMC Community Osteopathic

4300 Londonderry Rd., Harrisburg, Pa. | Conference rooms 1-3 on 2<sup>nd</sup> floor  
(No virtual option available)

The provision of 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 for RNs and administrators.

## AGENDA:

### DAY 1

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

### DAY 2

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

## PRESENTER:



Kathryn Koehne, DNP, RN-BC, C-TNP  
Nationally Recognized Telephone Triage Expert,  
Speaker, Author

## PRE-REGISTER FOR THIS PROGRAM:

To register, scan the QR code.



## COST:

- |                                    |       |
|------------------------------------|-------|
| • UPMC in Central Pa. staff:       | Free  |
| • UPMC staff outside of central PA | \$100 |
| • Non-UPMC staff                   | \$200 |

All cancellations must be sent via email to [holmesnl@upmc.edu](mailto:holmesnl@upmc.edu). Cancellations received before Thursday, August 1 will be refunded in full. For cancellations on or after Thursday, August 1, a \$50 fee will be assessed. No refunds will be made after Sunday, September 1.

**UPMC** LIFE CHANGING MEDICINE

## Accreditation Statement

*In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and UPMC Community Osteopathic. The University of Pittsburgh is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the health care team.*

*The maximum number of hours awarded for this Continuing Nursing Education activity is 16.0 contact hours. Other health care professionals will receive a certificate of attendance confirming the number of contact hours commensurate with the extent of participation in this activity.*