



# Pediatric Telephone Protocols: Office Version

By Barton D. Schmitt MD FAAP

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## Pediatric Telephone Protocols: Office Version By Barton D. Schmitt MD FAAP

Authored by renowned telehealth pioneer Barton D. Schmitt, MD, FAAP, ***Pediatric Telephone Protocols*** provides proven solutions for consistently high-quality telephone care. This popular resource from the American Academy of Pediatrics features more than 125 tested decision-support protocols spanning 98% of common pediatric complaints—everything from abdominal pain and anaphylaxis to thrush, tick bite, and trauma.

Here's the help triagers need to handle calls with complete confidence.

- Highlighted triage assessment questions—step-by-step checklists to help gauge the urgency of patient problems and select the appropriate disposition
- Parent-reassuring home care instructions
- Prescription and nonprescription medication questions, dosages, and recommendations
- Detailed User's Guide—a valuable training tool for triage and advice personnel
- Reproducible telephone log sheets—standardize call documentation and save charting time
- Quality assurance checklist—for staff training and evaluation, enhanced caller satisfaction
- Urgent updates—immediate Web access to protocol changes
- Spiral-bound format—lies flat for convenient use

The 14th Edition has been updated from cover to cover

**NEW** look and feel for streamlined triage—eye-appealing double-column format helps triagers scan relevant protocols more easily, zero in on callers' specific concerns more rapidly.

**Content updates**—more than 90% of all protocols revised, many extensively.

### New protocols include

Food Reactions  
Influenza Exposure  
Rash, Amoxicillin or Augmentin

Vomiting With Diarrhea

**Robust Index**—for faster, easier searching by page number.

**Sharpened symptom definitions**—speed problem identification.

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Review

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"This book has been used by countless nurses and has provided advice for thousands of parents about their children's health conditions, particularly when pediatric offices are closed. To my knowledge, it is a one-of-a-kind book. This update is absolutely needed as evidence regarding healthcare of children is constantly improving and changing.

Judy A. Liesveld, PhD, CPNP  
University of New Mexico Health Sciences Center

"Our staff of pediatric triage nurses use the Schmitt protocols extensively for their nurse triage in our busy general primary care pediatric office. We couldn't live without it, and wouldn't want to either!"

Diane Butler, MD  
Parma Pediatrics, Inc.

"We have used Barton Schmitt's *Pediatric Telephone Protocols* in our practice for over 15 years. We depend on them to assure that all of our triage staff are giving consistent and accurate advice to our patients. The protocols are well organized and easy to use. Each new edition give us the latest in evidence-based practice."

Debbie Meissner, BSN, RN  
Partners in Pediatrics, Ltd.

About the Author

**Barton D. Schmitt, MD, FAAP**, is a professor of pediatrics at the University of Colorado School of Medicine and medical director of the After-Hours Call Center at Children's Hospital Colorado in Aurora, CO. Dr Schmitt is also the author of *My Child Is Sick!*, published by the American Academy of Pediatrics (AAP). Dr Schmitt has received several awards, including the C. Anderson Aldrich Award for contributions in child development and the Education Award for contributions in pediatric education, both from the AAP.

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