

# Telephone Triage: Pediatric: Student Guide

---

Please be sure to complete the [online evaluation](#) after your simulation session!

---

The **purpose** of this simulation-based activity is to practice a telehealth call that involves triage of a common, non-emergent pediatric health problem, applying a standardized triage protocol while also attending to the full context of family-centered care.

---

## Learning Objectives

By the end of this simulation-based experience, the learner will be able to...

1. Apply the nursing process to a telehealth encounter concerning a pediatric patient, with emphasis on assessment and decision-making.
  2. Apply the principles of triage and use of a standardized triage protocol to determine the urgency of a pediatric patient's care needs.
  3. Use technology to deliver quality patient care via a telehealth patient encounter, using active engagement of the family and integrating principles of privacy and confidentiality.
  4. Use collaborative communication strategies with the family and other healthcare professionals to facilitate optimal patient care.
  5. Complete documentation that accurately reflects the process of care (i.e., the call/video interaction), assessment, decision-making, and care delivery.
- 

## Expectations

Learners are expected to arrive having (1) fully reviewed this student guide, (2) completed the assigned readings and videos, and (3) completed the Pre-Simulation Questions. All students are expected to have the "Rash, Child" triage protocol ready to use (if assigned the nurse role) or follow along (if an observer) and the Documentation Practice form to complete at the end of the scenario. Students are also expected to have the Student Observer Form to complete should they be assigned that role.

The clinical scenario will be a telephone triage call to the parent of an 11 month old girl. The parent is calling to ask you about the child's rash and fever. Normally, you would review the patient's chart before returning the call, but for this scenario, we will assume that has been done and you have learned that the patient is healthy, has no known conditions, and is developing appropriately. The student playing the nurse will call the parent and apply the 10 steps for telephone triage (see *Preparation* below). You will use the pediatric rash triage protocol (see below) but may ask additional questions as you see fit. After you have collected the assessment data, you will end the phone call by letting the parent know that you will speak with the provider and call back. You will give an SBAR report to the provider, and

then call back the parent with instructions as given by the provider. Immediately after the call, everyone will have 5 minutes to document the encounter.

The briefing, scenario, and debriefing will take about 60-90 minutes.

---

### Topics

- Telehealth nursing practice
- Telephone triage
- Triage protocols
- Pediatric rash
- Family-centered care
- SBAR communication

---

### Preparation (Readings and Videos)

**For the general Telehealth and Telephone Triage Module, you should complete the following preparation.** These do not need to be repeated if you completed this preparation for *Telephone Triage: Prenatal*. Instead, skip to *Prep for Telephone Triage: Pediatric* below.

- *Video training featuring Carol Rutenberg.* (n.d.). ClearTriage. Retrieved from <https://www.cleartriage.com/carol-videos/> These 6 videos (about 45 min total) cover the following telephone triage topics: introduction to telephone triage, nursing process, decision support tools, documentation, and common pitfalls.
- Shin, M. (2020). *The Basics of Telehealth Nursing.* [https://s3.us-west-2.amazonaws.com/collaborate.uw.edu/AC\\_Modules/Basics\\_of\\_Telehealth\\_Nursing\\_APR\\_2021/story.html](https://s3.us-west-2.amazonaws.com/collaborate.uw.edu/AC_Modules/Basics_of_Telehealth_Nursing_APR_2021/story.html) This online module provides practical tips on essential components of telehealth nursing.
- *What are the critical steps to a triage call?* (n.d.). TriageLogic. Retrieved from <https://learn.triagelogic.com/what-are-the-critical-steps-to-a-triage-call/>. The video reviews the following steps which you will use if you are playing the nurse in the simulation. It also includes practical tips on conducting a triage call.
  1. Introduce self
  2. Verify patient identity
  3. Get brief medical history
  4. Get history of current illness
  5. Identify the chief complaint & most serious symptoms
  6. Select the appropriate triage protocol (in these simulations, the protocol is selected for you)
  7. Triage based on the pregnancy-related nausea protocol
  8. Provide care advice

9. Give clear and specific instructions for call-back or urgent care
  10. Wrap up the call and make sure caller has no other questions
- Briggs, J. (2021). Introduction: Practicing telehealth nursing safely. In *Telephone triage protocols for nursing* (pp. 1-8). Wolters Kluwer. Skim this chapter to reinforce the information from the videos and modules. Especially focus on *Protocol Structure* (pp. 2-4) and *Using Protocols Safely* (p. 4).

### **Telephone Triage: Pediatric**

- Briggs, J. (2021). Rash, Child. In *Telephone triage protocols for nurses* (pp. 505-509). Wolters Kluwer. [Or another comparable protocol.] This is the protocol you will use during the simulation scenario. Review it and think of how you will ask questions and use the triage protocol when you call the parent. Use this guide to help you answer the Pre-simulation Reflection Questions.

---

### **Pre-simulation Questions**

1. How would you open the telephone call with the parent? What information would you want to obtain and convey at the beginning of the call?

You will apply the **nursing process** to all telehealth encounters. The questions below will prepare you for an organized approach to the patient care scenario.

2. What **assessment** data would you want to collect regarding the parent's primary concern about the patient?
3. When **implementing** the nursing intervention, what general types of information would you want to cover with the parent?
4. What are your main **safety** concerns for this patient?
5. What kind of **support** might you provide to the parent during your call?
6. How would you **evaluate** the outcomes of a telehealth nursing intervention?
7. What would you want to **document** after your call?

---

### **Observer Form**

Learners who are not active participants in the scenario are expected to complete an Observer Form. Observers' insights offer key learning opportunities during debriefing. Have this form ready to fill out during the scenario.

## Telephone Triage: Pediatric: Student Observer Form & Documentation Practice

**Instructions:** This Student Observer Form is to help you apply critical thinking as you watch the simulation and to prepare you to actively participate in the debriefing. In the left column, check off the behaviors/performance you observed. In the right column, take notes for the debriefing discussion.

Performance	Notes (What went well? What could have gone differently?)
<p>Learning Objective 1: Apply the nursing process to a telehealth encounter concerning a pediatric patient, prioritizing assessment and decision-making.</p> <p><u>Assessment:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Collect subjective &amp; objective data</li> <li><input type="checkbox"/> Determine parent's concern &amp; needs</li> </ul> <p><u>Nursing Diagnosis, Outcome Identification, &amp; Plan:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Arrives at an appropriate nursing diagnosis</li> </ul> <p><u>Implementation:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Educate on condition, outcome, &amp; follow-up plan</li> <li><input type="checkbox"/> Provide support</li> </ul> <p><u>Evaluation:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess parent understanding</li> </ul>	
<p>Learning Objective 2: Apply the principles of triage and use of a standardized triage protocol to determine the urgency of a pediatric patient's care needs.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify the urgency of the problem</li> <li><input type="checkbox"/> Use triage protocol</li> <li><input type="checkbox"/> Ask additional questions where appropriate</li> </ul>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Learning Objective 3: Use technology to deliver quality patient care via a telehealth patient encounter, using active engagement of the family and integrating principles of privacy and confidentiality.</li> <li><input type="checkbox"/> Establish rapport with parent</li> <li><input type="checkbox"/> Communicate effectively with parent</li> </ul>	
<p>Learning Objective 4: Use collaborative communication strategies with the family and other healthcare professionals to facilitate optimal patient care.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Engage parent as a partner in care</li> <li><input type="checkbox"/> Effective SBAR</li> </ul>	

## Documentation Practice

**Learning Objective 5:** Complete documentation that accurately reflects the process of care (i.e., the call/video interaction), assessment, decision-making, and care delivery.

**Reason for seeking care:**

**Assessment** (data collected by phone): history of the present condition, symptoms, associated symptoms, treatments/management and related outcomes

**Plan:** Decision support tools used, triaged category, recommendation for further care

**Intervention:** direct actions taken, patient education and information given

**Evaluation:** Patient's acceptance and understanding of the plan, follow-up actions and plans for nurse and patient

