



Principles of Telephone Triage

Learning summary	This learning covers the importance of ones own accountability in relation to triaging patients on the telephone. It explores the principles of effective use of assessment tools, communication, responses and appropriate safety netting and signposting.
Learning aims	The aim of the learning is to provide underpinning knowledge and communication techniques for staff who undertake informal telephone triage (i.e. Clinician on call) responsibilities as part of their role.
Learning objectives	Learners will be able to: • Describe accountability in relation to triaging patients on the telephone • Identify appropriate responses from a group of patients • Describe the importance of safety netting and signposting • Evaluate the value of effective use of SBAR (Situation, Background, Assessment, Recommendation) tool • Describe the use of National Early Warning Score (NEWS2) in communicating a patients condition • Discuss barriers to communication and the benefits of using active listening to undertake an effective consultation



Applicable audiences	This learning is suitable for learners who undertakes clinical telephone triage as part of their role				
Pre-requisites	There are no pre-requisites required for this learning				
Delivery method	This learning is delivered by a virtual classroom				
Duration	This learning will take 2 hours to complete				
Materials and resources required	Learners should have access to a computer with an internet connection and Microsoft Teams				
Refresher	This learning should be completed as required				
Minimum learners required	4	Maximum learners required	12	CPD points	N/A