



# Telephone Nursing Practice in Adult Urology

*Nancy McFadin Mueller*

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Telephone triage has become a major vehicle in offices, clinics, and other ambulatory health care settings for assessing patient symptoms or complaints, determining their acuity, and planning initial management strategies. Since most urology patients express health care needs on the telephone in addition to describing symptoms, telephone nursing practice goes beyond triage. The protocols presented here are one set of guidelines containing relevant questions and advice for managing common adult urologic symptoms that patients present by phone. Also included are a documentation form, supplemental clinical information, and patient education sheets on some urologic topics that may help the inexperienced nurse during nurse-patient phone conversations.

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