

# Telephone Nursing Practice in Adult Urology : A Manual for Urology Nurses

By Nancy McFadin Mueller



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Telephone triage has become a major vehicle in offices, clinics, and other ambulatory health care settings. Protocols are at the heart of telephone triage practice. The SUNA Telephone Nursing Practice protocols are guidelines designed to assist in assessment and care planning. Each protocol includes: etiology, assessment questions, recent urologic procedures, other urology history, symptoms, and disposition/advice. Readers can earn valuable CE credit through the manual's posttest.



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