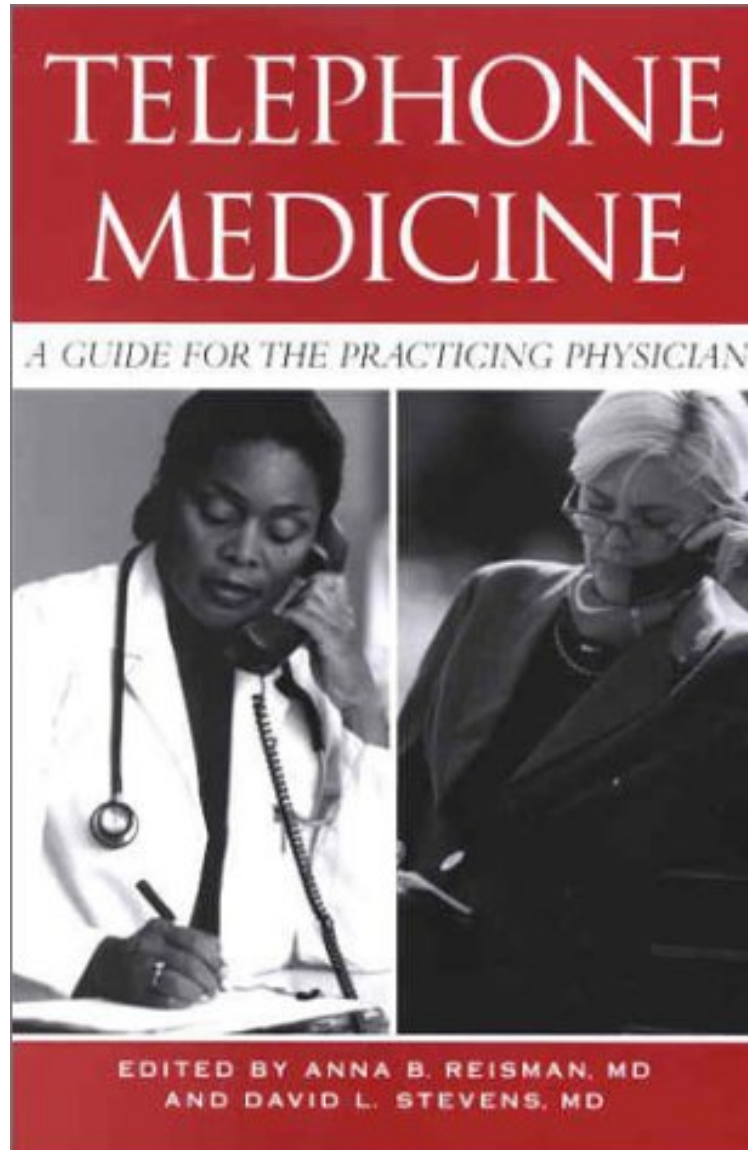


Telephone Medicine: A Guide for the Practicing Physician

From American College of Physicians

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From American College of Physicians : Telephone Medicine: A Guide for the Practicing Physician before purchasing it in order to gauge whether or not it would be worth my time, and all praised Telephone Medicine: A Guide for the Practicing Physician:

5 of 5 people found the following review helpful. A necessity for clinical practice By Juliet J. As a physician in a busy clinical practice, I am flooded with phone calls from patients, many of whom are unable or unwilling to come to the office for an evaluation. Many crucial clinical decisions need to be made over the phone, and our medical training

never covered this area. Thus, I was excited to see this book come on the market. Reisman and Stevens do not disappoint. In a concise manner, they review the major medical and ethical issues that arise in the course of a phone call. In the few months that I've owned the book, I've found myself turning to it over and over. One unique aspect is the discussion of medico-legal liability -- an area that all of us worry about but no one wants to talk about. I use this book for myself and in my teaching. This book is a must-have reference, and it sits on my shelf next to Harrison's, The Washington Manual, The PDR and the Sanford Guide.¹ of 1 people found the following review helpful. Although this was an older version of the book, ...By jewel53 Although this was an older version of the book, I found it extremely helpful with regard to my research of telephone triage guidelines that were in effect at the time it was written.⁵ of 6 people found the following review helpful. "Telephone Medicine" Calls Out as a Must-Have For M.D.s! By Lynn E Sullivan, M.D. Drs. Reisman and Stevens should be congratulated on their focused yet comprehensive text on telephone medicine for the practicing physician. As stated by the editors, the telephone call between patient and physician has become an integral part of providing medical care. This book provides crucial educational information regarding improving communication skills while it addresses the important and common issues that arise and prompt patients to call their physicians. In our clinic, attending physicians as well as resident physicians, carry out much of their clinical practice by phone and therefore, this book gives practical instruction on what questions to ask and how to examine from a "distance". This book has been waiting to be written. It has now been written, and written very well, and I would recommend it as required reading for all practicing physicians, especially resident physicians who are just learning how to incorporate telephone medicine into their medical practice.

The telephone is now a significant component of medical care: 25% of encounters between primary care physicians and patients involve its use. Successful telephone medicine improves the rapport between doctor and patient, increases access to care, enhances patient satisfaction, and lowers patient and physician costs. Telephone medicine is no longer just renewing prescriptions. A telephone call can clarify issues raised during the office visit, help patients with decisions about their health care at home, prevent unnecessary emergency department visits, and communicate test results quickly and personally. Telephone Medicine: A Guide for the Practicing Physician provides clinicians with a solid understanding of what telephone medicine is and the many ways it can improve patient care. Primary care physicians, in particular, will benefit from the emphasis on evidence-based approaches to telephone management of common symptoms, such as chest and abdominal pain, sore throat, headache, and depression. Other topics include communication skills, medicolegal issues, difficult patient types, documentation, and office management