

Creating a Positive Call Experience for You and Your Patients

Lesson 1: Working with Patients: Supplemental Material

Nurse Triage: Answering the phone

From the moment you answer the phone you have the ability to create a positive call experience for the patient and yourself.

Put yourself in the caller's shoes. Callers are often worried, anxious, or in pain. When you're unwell, you are hoping to speak to someone who is receptive and friendly. You want to feel like the triage nurse is listening and cares about what you have to say.

There is an art to answering the phone. A telephone triage nurse must be friendly yet professional. Expressing compassion and listening carefully will help build trust with the caller. The more comfortable the caller feels, the more information they provide.

Remain calm and convey confidence. Avoid weak phrases such as: "I think," "I'm not sure," and "maybe." If you are uncertain of an answer or how to reply to a caller's concerns, say, "let me check in to that." Do not hesitate to utilize your company's resources and be sure to follow up with an answer.

- Short video available on website.