

OTHER PUBLICATIONS

- Curry et al., "Telephone Assessment of Illness: What Is Being Taught and Learned?", *Pediatrics*, vol. 62, No. 4, Oct. 1978, pp. 603-605.
- Kravitz et al., "Telephone in Diagnosis of Respiratory Diseases", *American Journal of Diseases of Children*, pp. 471-472.
- Oberklaid et al., "Paediatric Telephone Consultation—A Neglected Area of Health Service Delivery", *Aust. Paediatrics*, vol. 20, 1984, pp. 113-114.
- Fosarelli, P.D., "The Telephone in Pediatric Medicine", *Clinical Pediatrics*, vol. 22, No. 4, Apr. 1983, pp. 293-296.
- Mapes et al., "Feasibility Study of a Pediatric Telephone Consultation Service", *Pediatrics*, vol. 50, No. 2, Aug. 1972, pp. 307-311.
- Nickerson et al., "How Dependable is Diagnosis and Management of Earache by Telephone", *Clinical Pediatrics*, vol. 14, No. 10, Oct. 1975, pp. 920-923.
- Wood, P.R., "Pediatric Resident Training in Telephone Management: A Survey of Training Programs in the United States", *Pediatrics*, vol. 77, No. 6, Jun. 1986, pp. 822-825.
- Katz, H.P., "A Schema for Improving Efficiency in an Ambulatory Care Setting", *Clinical Pediatrics*, vol. 14, No. 7, Jul. 1975, pp. 658-661.
- Knowles et al., "ED Medical Advice Telephone Calls: Who Calls and Why?", *Journal of Emergency Nursing*, vol. 10, No. 6, Nov./Dec. 1984, pp. 283-286.
- Smith et al., "Patient Management by Telephone: A Training Exercise for Medical Students", *Journal of Family Practice*, vol. 10, No. 3, 1980, pp. 463-466.
- Levy et al., "Development and Field Testing of Protocols for the Management of Pediatric Telephone Calls: Protocols for Pediatric Telephone Calls", *Pediatrics*, vol. 64, No. 5, Nov. 1979, pp. 558-563.
- Tripp, S., "Telephone Techniques in Pediatric Practice", *American Journal of Nursing*, vol. 71, No. 9, Sep. 1971, pp. 1722-1724.
- Geller et al., "American Poison Control Centers: Still Not All the Same?", *Annals of Emergency Medicine*, vol. 17, No. 6, Jun. 1988, pp. 559-603.
- Trautlein et al., "Malpractice in the Emergency Department—Review of 2000 Cases", *Annals of Emergency Medicine*, vol. 13, No. 9, Sep. 1987, pp. 709-710.
- Thompson et al., "Evaluation of Regional and Nonregional Poison Centers", *the New England Journal of Medicine*, vol. 306, No. 4, Jan. 27, 1981, pp. 191-194.
- Dunn, J.M., "Warning: Giving Telephone Advice is Hazardous to Your Professional Health", *Nursing85*, Aug., pp. 40-41.
- Dunn et al., "Using Simulated Patients to Teach Family Practice Residents to Manage Patients by Telephone", *Journal of Medical Education*, vol. 62, Jun. 1987, pp. 524-526.
- Dickinson et al., "Pediatric House Staff Communication Skills: Assessment and Intervention", *Journal of Medical Education*, vol. 58, Aug. 1983, pp. 659-662.
- Evens et al., "Using Patient-Simulators to Teach Telephone Communication Skills to Health Professionals", *Journal of Medical Education*, vol. 58, Nov. 1983, pp. 894-898.
- Pope et al., "Determinants of Medical Care Utilization: The Use of Telephone for Reporting Symptoms", *Journal of Health and Social Behavior*, vol. 12, No. 2, Jun. 1971, pp. 155-162.
- Strain et al., "The Preparation, Utilization, and Evaluation of a Registered Nurse Trained to Give Telephone Advice in a Private Pediatric Office", *Pediatrics*, vol. 47, No. 6, Jun. 1971, pp. 1051-1055.
- Komaroff et al., "Protocols/Clinical Algorithm in Ambulatory Medical Care", paper presented in Boston, MA, approximately 1977/1978.
- Heagarty et al., "Use of the Telephone by Low-income Families", *Journal of Pediatrics*, vol. 73, No. 5, pp. 740-744.
- Wang et al., "Use of the Telephone in a Health Maintenance Service for the Chronically Ill: A Preliminary Report", *J. Chron Dis*, vol. 24, 1971, pp. 489-494.
- Greenlick et al., "Comparing the Use of Medical Care Services by a Medically Indigent and a General Membership Population in a Comprehensive Prepaid Group Practice Program", *Medical Care*, vol. X, No. 3, May-Jun. 1972, pp. 187-200.
- Shah et al., "An Expanded Emergency Service: Role of Telephone Services in the Emergency Department", *Ann Emerg Med*, vol. 9, No. 12, Dec. 1980, pp. 617-623.
- Greenlick et al., "Determinants of Medical Care Utilization: The Role of the Telephone in Total Medical Care", *Medical Care*, vol. XI, No. 2, Mar.-Apr. 1973, pp. 121-134.
- Ott et al., "Patient Management by Telephone by Child Health Associates and Pediatric House Officers", *Journal of Medical Education*, vol. 49, Jun. 1974, pp. 596-600.
- Fosarelli, P.D., "The Emphasis of Telephone Medicine in Pediatric Training Programs", *AJDC*, vol. 139, Jun. 1985, pp. 555-557.
- Wood et al., "Telephone Management Curriculum for Pediatric Interns: A Controlled Trial", *Pediatrics*, vol. 83, No. 6, Jun. 1989, pp. 925-930.
- ESI, Eligibility Services, Inc., brochure.
- Wilson et al., "Pediatric Algorithm-Directed Triage" A Prospective Study.
- Poole et al., "After-Hours Telephone Coverage: The Application of an Area-Wide Telephone Triage and Advice System for Pediatric Practices", *Oregon Health Forum*, vol. 6, Aug. 1992.
- Wilson et al., "Pediatric Physician Extenders in a Walk-in Clinic: Algorithm-Directed Triage—The Beginning".
- Perrin et al., "Telephone Management of Acute Pediatric Illness", *The New England Journal of Medicine*, vol. 298, No. 3, Jan. 19, 1978, pp. 130-135.
- Verdile et al., "Emergency Department Telephone Advice", *Annals of Emergency Medicine*, vol. 18, No. 3, Mar. 1989, pp. 278-282.
- Greitzer et al., "Telephone Assessment of Illness by practicing Pediatricians", *Journal of Pediatrics*, vol. 88, No. 5, May 1976, pp. 880-882.
- Isaacman et al., "Pediatric Telephone Advice in the Emergency Department: Results of a Mock Scenario", *Pediatrics*, vol. 89, No. 1, Jan. 1992, pp. 35-39.
- Strasser et al., "Controlled Clinical Trial of Pediatric Telephone Protocols", *Pediatrics*, vol. 64, No. 5, Nov. 1979, pp. 553-557.
- Katz et al., "Quality Assessment of Telephone Care System Utilizing Non-Physician Personnel", *AJPH*, vol. 68, No. 1, Jan. 1978, pp. 31-38.
- Selbst et al., "The Telephone in Pediatric Emergency Medicine", *Pediatric Emergency Care*, vol. 1, No. 2, Jun. 1985, pp. 108-110.