



Schmitt-Thompson
Clinical Content

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Swine Flu: Keeping Call Centers and Triage Nurses Up-to-Date

In April and early May 2009, Drs. Barton Schmitt and David Thompson released interim protocols regarding exposure to the 2009 H1N1 influenza virus, known more commonly as swine flu. "The clinical presentation and what we know about this virus continues to evolve," states Dr. Thompson. "Dr. Schmitt and I have worked together to create both an adult and pediatric telephone triage guideline, "Swine Flu Exposure - Interim," for use in medical call centers. We have updated the information once already, recognizing that as the CDC's recommendations evolve, we may have to modify the exposure protocols again in the upcoming weeks."

The new guidelines have been released to Schmitt-Thompson software partners, for distribution to their medical call center clients. Additional resources are also available on the Industry Resources page of the Schmitt-Thompson Clinical Content website, (<http://www.stcc-triage.com/newsletters.htm>) and include:

- Clinical Update for Telephone Triage Nurses (May 2009 newsletter), and
- AAP Telephone Lines (April 2009- special edition) released by Drs. Barton Schmitt and Andrew Hertz to assist telephone triage nurses with pediatric calls related to the Swine Flu.

The Centers for Disease Control and Prevention, United States (CDC) remains one of the best resources available. Their Swine Flu website can be viewed at <http://www.cdc.gov/swineflu/>

Source: Schmitt-Thompson Clinical Content, www.stcc-triage.com

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