The Telehealth Toolkit along with the Practice Support Tools page featured in the 2007 Resource Directory has been moved to the AAACN website. The TNP SIG Tool Kit is available to AAACN members at [www.aaacn.org](http://www.aaacn.org).

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TEXTBOOKS

Having a variety of references can provide additional information regarding professional practice standards for nurses performing telephone nursing or managers of telenursing or telehealth programs. The following references contain information regarding nursing practice standards and general issues related to telephone nursing, telemedicine, and telehealth informational services.

In order to provide accurate, consistent information, general health questions from callers should be answered by using credible references rather than relying on the nurse’s own knowledge. Following are examples of general reference books available for nurses who perform telephone nursing.

**Adult Nursing**


**Alternative Medicine**


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ARTICLES

The following articles contain information related to professional nursing practice, legal issues, documentation, nurse education, quality, and outcomes. These articles are helpful to nurses working in or managing telehealth nursing services.

Chronic Disease Management


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organizations dedicated to providing the services that people need, when they need them, in the place they call home. Our 5,700 member organizations, many of which have served their communities for generations, offer the continuum of aging services: adult day services, home health, community services, senior housing, assisted living residences, continuing care retirement communities and nursing homes. AAHSA’s commitment is to create the future of aging services through quality people can trust.

**American College of Emergency Physicians (ACEP)**
www.acep.org
Web site has information on continuing education offerings, clinical policies, health topics for healthcare professionals and the consumer.

**American Medical Association**
www.ama-assn.org
Archived articles from the *Journal of American Medical Association*, medical information topics, and a consumer page with health topics.

**American Nurses Credentialing Center**
www.ana.org/ancc
A subsidiary of the American Nurses Association. This site has information on certifications, recognition programs, accreditation of continuing education (CE), providers, and accrediting CE courses for nurses.

**ANA Nursing World**
www.nursingworld.org
American Nurses Association web site. Promotes excellence in nursing and health care globally through credentialing programs and related services.

**Call Center Networking Group (CCNG)**
www.ccng.com
Forums, conferences, discussion board, benchmarking and publications.

**Center for Telehealth & E-Health Law**
http://www.telehealthlawcenter.org/
The *Center for Telehealth & E-Health Law (CTeL)* was created in 1995 as the Center for Telemedicine Law under the vision and leadership of a number of individuals including Dr. Yadin David, Bob Waters, the Mayo Foundation, the Cleveland Clinic, the Midwest Rural Telemedicine Consortium, and the Texas Children’s Hospital. CTeL's mission is to overcome the legal and regulatory barriers to the utilization of telehealth and related e-health services.

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