The Telehealth Toolkit along with the Practice Support Tools page has been moved to the AAACN Web site.

The TNP SIG Tool Kit is available to AAACN members at www.aaacn.org
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**


Articles

Chronic Disease Management


Court Cases Involving Ambulatory Care – Triage Litigation


HMO telephone triage: Court sees no legal duty to preserve nurses’ logs. (2002). *Legal Eagle Eye Newsletter for the Nursing Profession* 10(9), 4.


Quality Outcomes


WEB SITES

General Web Sites

Aetna InteliHealth
www.intelihealth.com
InteliHealth is an online health information company. InteliHealth is a subsidiary of Aetna U.S. Healthcare and is funded by Aetna U.S. Healthcare to the extent not funded by revenues from operations. More than 150 top health care organizations contribute to InteliHealth’s content. The consumer-friendly information is reviewed and approved by leading medical and dental experts.

A.D.A.M. Medical Encyclopedia
The A.D.A.M. Medical Encyclopedia includes over 4,000 articles about diseases, tests, symptoms, injuries, and surgeries. It also contains an extensive library of medical photographs and illustrations. The Medical Encyclopedia has been licensed by MEDLINEPlus.

Agency Healthcare Research and Quality (AHRQ)
www.ahrq.gov
This Web site of the U.S. Department of Health and Human Services has clinical guidelines for consumers and healthcare professionals. The AHRQ maintains this web site to enhance public access to its information and resources.

Allhealth.com
www.allhealth.com
Allhealth.com is the health channel of ivillage.com, the Women's Network. It has health and general interest information for women.

American Academy of Ambulatory Care Nursing (AAACN)
www.aaacn.org
AAACN is the association of professional nurses and associates who identify ambulatory care practice as essential to the continuum of high quality, cost-effective health care. The organization has defined the scope and standard of practice for ambulatory care and telehealth nursing. The Telehealth Nursing Practice Special Interest Group and other special interest groups offer members networking opportunities. AAACN provides education through annual conferences, workshops, webinars, online library, and CE articles in the ViewPoint newsletter and on-line.

American Accreditation Healthcare Commission/URAC
www.urac.org
URAC, an independent, nonprofit organization, is well-known as a leader in promoting health care quality through its accreditation and certification programs. URAC accredits many types of health care organizations URAC Health Call Center Accreditation may be earned by organizations providing triage and health information services to the public.