Ambulatory Care Telephone Triage 2025 Competency Review

Please join the Ambulatory Nursing Professional Development team as they review findings from the 2025 Ambulatory Core Telephone Triage Competency Program, including an overview of the process, program design, and key insights gained along the way.

Learning Objectives:
At the conclusion of this learning activity, participants will be able to:

1. Identify key criteria for a high-quality telephone triage assessment, including comprehensive symptom evaluation, recognition of urgent and emergent indicators, and appropriate documentation standards.
2. Describe strategies for using plain language and teach-back during telephone encounters to improve patient understanding, adherence to the plan of care, and recognition of worsening symptoms.

Accreditation:
In support of improving patient care, Dartmouth Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Dartmouth Health designates this live activity for a maximum of 1.0 ANCC contact hours.

March 13, 2026, 12-1pm Webex -- Register Here

March 26, 2026, In-person, 12-1pm
Fuller Board Room -- Register Here

Dartmouth Health