

Accepted Manuscript

Telephone nurses' communication and response to callers' concern – a mixed methods study

Annica Ernesäter, Maria Engström, Ulrika Winblad, Mikael Rahmqvist, Inger K. Holmström

PII: S0897-1897(15)00097-X
DOI: doi: [10.1016/j.apnr.2015.04.012](https://doi.org/10.1016/j.apnr.2015.04.012)
Reference: YAPNR 50666

To appear in: *Applied Nursing Research*

Received date: 19 January 2015
Revised date: 14 April 2015
Accepted date: 15 April 2015



Please cite this article as: Ernesäter, A., Engström, M., Winblad, U., Rahmqvist, M. & Holmström, I.K., Telephone nurses' communication and response to callers' concern – a mixed methods study, *Applied Nursing Research* (2015), doi: [10.1016/j.apnr.2015.04.012](https://doi.org/10.1016/j.apnr.2015.04.012)

This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

TITLE PAGE**Telephone nurses' communication and response to callers' concern – a mixed methods study**

Annica Ernesäter (1,2), University of Gävle, Faculty of Health and Occupational Studies, 801 76 Gävle, Sweden, anaerr@hig.se, telephone +46702663286, fax +4626648235.

Maria Engström (1,2), University of Gävle, Faculty of Health and Occupational Studies, Gävle, Sweden,

Ulrika Winblad (2), Uppsala University, Department of Public Health and Caring Sciences, Health Services Research, Uppsala, Sweden,

Mikael Rahmqvist (4) Department of Medical and Health Sciences, Linköping University, Sweden.

Inger K. Holmström (2,3), Mälardalen University, School of Health, Care and Social Welfare, Västerås, Sweden

1. University of Gävle, Faculty of Health and Occupational Studies, 801 76 Gävle, Sweden,

2. Uppsala University, Department of Public Health and Caring Sciences, Health Services Research, 751 05 Uppsala, Sweden,

3. Mälardalen University School of Health, Care and Social Welfare, Box 883, 721 23 Västerås, Sweden,

4. Department of Medical and Health Sciences, Linköping University, Sweden

Grants were received from the Swedish Research Council (grant no. 522-2005-7461), AFA insurance, the Faculty of Medicine, Uppsala University, and the Faculty of Health and Occupational Studies, University of Gävle, Sweden

Key words: Telephone advice nursing, Communication, RIAS, triage, Sweden

Download English Version:

<https://daneshyari.com/en/article/5868152>

Download Persian Version:

<https://daneshyari.com/article/5868152>

[Daneshyari.com](https://daneshyari.com)