An Evaluation of Telephone Triage in Mental Health Nursing

Jim Kevin

ABSTRACT

Telephone triage in mental health plays an essential role in establishing links between consumers and mental health services. To date, little research has been conducted which explores the role of this service or the consumer’s views regarding their level of satisfaction. This qualitative research study has found that the functions of telephone triage in a mental health context are numerous and open to interpretation amongst clinicians. Further, the clients who participated express significant dissatisfaction with some of the principles upon which telephone triage is based.