

"For your ears only" : quality of telephone triage at out-of-hours centres in the Netherlands

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**Stellingen behorend bij het proefschrift van Hay Derkx:
'For your ears only'. Quality of telephone triage at out-of-hours centres in
the Netherlands**

1. Het zorgadvies na telefonische triage dient te berusten op een zorgvuldige anamnese (dit proefschrift).
2. Medical problems can only be called non-serious after they have been taken seriously (dit proefschrift).
3. Indien telefonische simulatiepatiënten worden ingezet om de kwaliteit van telefonische triage te beoordelen, moet ook de nauwkeurigheid van hun rollenspel worden onderzocht (dit proefschrift).
4. Training van artsen en triagisten in telefonische communicatie dient gericht te zijn op patiënt-gericht communiceren (dit proefschrift).
5. Als er weinig in een medisch verslag staat, is er waarschijnlijk ook weinig gevraagd (dit proefschrift).
6. Protocollen met richtlijnen voor de telefonische afhandeling van medische klachten dienen regelmatig te worden herzien.
7. Omdat Nederlandse triagisten het kloppende hart van een huisartsenpost vormen, ware het beter hen medische centralisten te noemen.
8. Het vervelende van files is dat je achteraan moet beginnen.
9. Lourdes is een van de weinige plaatsen in de wereld waar je kunt zien dat de zieke medemens centraal staat.
10. Het is aan de vele miljoenen kinderen die lijden aan ondervoeding niet uit te leggen dat er bijna net zoveel kinderen lijden aan obesitas.
11. Er zijn steeds meer rookvrije zones. Nu nog mobielvrije zones.

Propositions for the thesis ‘For your ears only’. Quality of telephone triage at out-of-hours centres in the Netherlands, by Hay Derkx

1. Care advice following telephone triage should be the result of thorough history taking (thesis).
2. Medical problems can only be called non-serious after they have been taken seriously (thesis).
3. Research into the quality of telephone triage with standardised incognito patients requires investigation of the accuracy of their role playing (thesis).
4. Training of doctors and triagists in telephone consultation should focus on patient-centred communication (thesis).
5. Minimal information in clinical reports of telephone consultations suggests that minimal information has been gathered (thesis).
6. Protocols concerning clinical case handling by telephone need to be revised regularly.
7. Dutch triagists are the heart of out-of-hours centres. Therefore they should be called medical centralists.
8. It is frustrating that you have to start at the tail of a traffic-jam.
9. Lourdes is one of the few places in the world where one can see that the sick are viewed as the central priority.
10. It is hard to explain to millions of malnourished children that there are almost as many children suffering from obesity.
11. There are more and more no-smoking areas. Now we need no-mobile telephone areas.