



# ANSWERING THE CALL

SAVE THE DATE // ST. LOUIS CHILDREN'S HOSPITAL  
2024 PEDIATRIC TELEPHONE TRIAGE CONFERENCE

**MAY 8, 2024**  
**DRURY INN & SUITES ST. LOUIS BRENTWOOD**

#### TOPICS:

- Asthma and SMART
- Behavioral Health
- Call Outcomes
- Customer Service & Phone Etiquette

#### WHO SHOULD ATTEND?

Nurses and other health care professionals who provide telephone triage in pediatric and family practice office settings.

#### WHAT YOU WILL LEARN:

- Basic tenants of phone triage for pediatric/family practice nurses.
- A deeper dive into calls about common issues for today's parents.

**For more information visit [stlouischildrens.org/med\\_ed](https://stlouischildrens.org/med_ed)  
or call Children's Direct at 800-678-4357.**

