

# HAPPY NURSES DAY, WEEK AND YEAR!



Dear Night Nurses,

Although Night Nurses are unseen and unsung "on the frontline," we provide care advice and symptom-based disposition recommendations, including emergency crisis instruction to patients, and are nonetheless, Nursing heroes. Our Nurses back up healthcare providers on the frontline, and reduce the impact of non-emergency presentations to overwhelmed hospitals. We may not see or touch the patients, yet do hear and visualize, their health care concerns.

Our Night Nurses hear the fear and panic in callers' voices. We listen-in to patients struggling to talk or breathe, and calmly and assertively overcome their fear to call 911, or go to ER for COVID complications, or non-COVID emergencies. I've heard and read RNs' reports of terrified patients refusing ER referral with heart attack symptoms, needing rabies prophylaxis, and even for an overt fracture!

Our RNs offer reassurance in non-urgent cases, fully aware some conditions can, and do, deteriorate worsening rapidly. We've become reassurance experts by "keeping a smile" in our voice, providing protocol-specific "Call Back If" warnings, instructing close observation, and encouraging patients to call back any time to report new symptoms, worsening, changes, or worries.

Referring patients to the ER, even in normal times, is a challenge with caller push back. Now, you may be expending even more time and energy to convince callers to follow through. This may be taxing and stressful for you. I hear the frustration in your voices sharing these triage encounter hurdles, and sometimes the grave concern of RNs seeking urgent support when on call MDs are not answering multiple pages, and you require my next step instruction. I'm filled with overwhelming admiration and appreciation for you, and all our Night Nurses, doing a phenomenal job triaging through this pandemic!

Listen closely! You will HEAR my applause; along with sirens, pots and pans clanging, celebrities' expressing gratitude, and their dedicated music--FOR YOU!

Look closer! VISUALIZE police car lights flashing, buildings and bridges lit up, and grateful people all over our country holding up signs of thanks--FOR YOU!

2020 is The Year of The Nurse.

Fearless Telephone Triage Nurses-I Thank You!

I'm humbled and so honored to lead you.

You never cease to amaze me.

Please, take good self-care!

Call me when you need to vent or cry.

IT'S ALWAYS OK! I'm listening, and I care deeply.

I pray for your good health and well-being.

**YOU ARE A NURSE HERO!**

Sincerely,

Tami