

CEO PERSPECTIVE



Fulfilling Our Promise of Nurse Triage Innovation By Dr. Charu Raheja, Ph.D.

Happy 2018! The new year is usually a time of reflection as well as looking to the future. As I reflect on our company's existing product lines and the new offerings for 2018, I am excited about serving our doctors and their patients with the best quality nurse triage service and tools to manage patient calls and keep patients healthy.

First, we will be offering the option for practices to access a [portal with detailed reports and graphs](#) about their patient calls. We have already released the reporting [portal for the new MyTriageChecklist](#) and we will follow with similar reporting tools for Call Center Software as well as for practices that use Nurse Triage on Call.

In addition, as we talked to hospitals and organizations about improving internal communication and keeping their [employee healthcare costs down](#) we released a solution called [Continuwell](#). Continuwell allows organizations to engage employees with push notifications (which have a [4 time higher view rate](#) than emails), give them access to productivity and health tools, [as well as 24/7 access to our triage nurses](#) who

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For internet viewers: most of our links & images are clickable for web access!



Letter from the Medical Director by Ravi Raheja, MD

Providing the Best Telephone Triage Software, Service, and Patient Access to Care

by Ravi K. Raheja, MD, COO

2018 is here! And in this time of looking forward to the new year, I'd like to revisit why we started TriageLogic, how we defined our purpose to lead the field of nurse triage and remote access to health, and how we continue fulfilling our promise by innovating and leading in quality and affordable solutions.

Our Past

When I had moved into private practice back in 2001, I realized that triage services had become one of the key components of primary care — providing excellent documentation of after-hours calls as well as much-needed relief for on-call physicians. However, I noticed how triage systems were not optimized to be cost-effective and streamlined. There were several reasons for this, the increased cost of nursing, rising demand for the services, as well as technological challenges and workflows.

This is when Dr. Charu Raheja and I recognized a need for more efficient triage software and high-quality nurses to provide services for physicians and patients. Thus, TriageLogic was

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educate your staff about the health resources available to them. Continuwell provides your organization with detailed analytics about resource utilization and efficacy of communication. Continuwell empowers your employees to remain healthy and keep your own healthcare costs down.

For hospitals seeking to engage patients, we will be releasing a mobile application for them. The my247healthcare application allows your practice to place your hospital information, link to your EHR portal, and a button to request a call from a triage nurse all in one mobile application. With my247healthcare, patients are able to directly request a call from our triage nurses, thus bypassing the answering service. Your organization is also able to send reminders and push notifications to all of your patients that have the mobile app.

In closing, I want to end my note by discussing our goal of serving patient care. One of our key core values at TriageLogic is integrity and we define integrity by “honoring our promises”. For hospitals and physicians’ offices, integrity is the foundation of developing trust with the staff, as well as patients.

At TriageLogic, we express our integrity by delivering the best products as promised and constantly developing new tools for improved patient access to care as technology changes. Our company is committed to offering innovative solutions that offer round-the-clock support to physician offices, hospitals, organizations, and other providers that need help supporting their patients.

Thank you for your continued support of the TriageLogic Group.

Risks in Telephone Triage Care: A New Learning Center Course

Introducing the next course in TriageLogic’s Learning Center, [Risks in Telephone Triage](#). This course will examine the various risks that providers need to consider when triage nurses evaluate patients over the phone. These risks include delay of care, not following protocols, practicing outside the scope of nursing, and improper documentation.

All medical professionals practice their jobs with some risk, nurses are no exception. The telephone triage nurse must be sure and practice nursing just as any other “prudent nurse” would in a similar situation.

In each lesson, a different patient scenario is presented that involves a different risk that providers and triage nurses may face. This course will teach you how to be alert for those red flags in order to reduce the risk of a negative outcome for the patient. Lessons will touch on the importance of asking open-ended questions and following standardized protocols in order to elicit the most accurate information from the caller.

Check back soon for the first Learning Center lesson on Risk Management, a scenario with an anxious mother calling her nurse triage line about her 6-month old baby.

Go to our [website](#) to read more about the multiple approaches for triage nurses to gain a patient's trust.





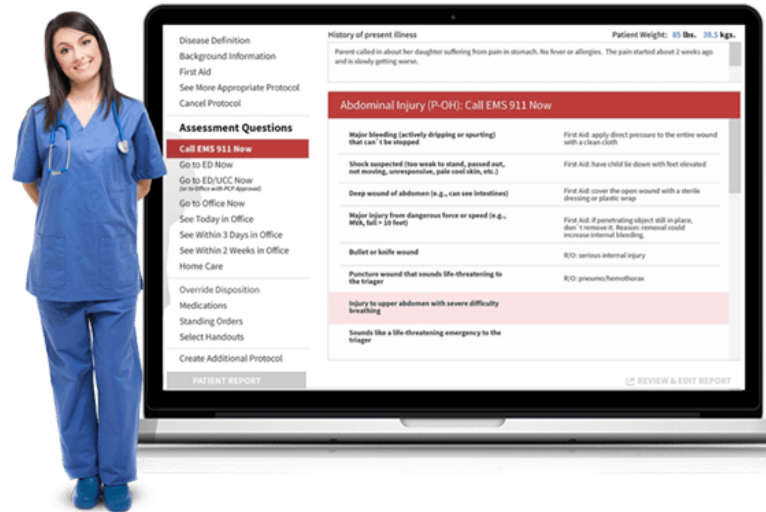
Software to Triage and Document Patient Calls Updated with Detailed Reporting Capabilities and Custom Orders

TriageLogic is introducing the latest version of [MyTriageChecklist®](#), our daytime telephone nurse triage software to triage and document patient phone calls. TriageLogic customers will still have all of the features and clinical support that they rely on from the previous version, including Schmitt-Thompson protocols, integration with existing EMR systems, and a clinical nurse manager to train all users. This upgrade includes new features with data analytics reports and the ability for providers to customize the care instructions their nurses give during triage calls.

New Features

1. Data Reports: [MyTriageChecklist](#) is going to include the ability to [create data reports](#). The new analytics feature allows practices to easily evaluate and monitor their clinical patient phone calls. They can see in real time the results of patient calls, including protocols used, disposition, and outcomes. “As a doctor, I want to be able to see how my nurses are referring patients. I also like to evaluate trends, such as a flu outbreak, to plan ahead,” says Dr. Ravi Raheja, TriageLogic Medical Director.

2. Custom Orders: With this technology, once the nurse has determined the appropriate level of care, they can then follow tailored instructions based on physician or practice preferences. For example, some doctors prefer to have their patients use specific brands of medications when appropriate. Other examples may include a specific urgent care center or ER to go to if patients need immediate treatment. The option allows the nurse to help patients as an extension of the doctor without having to ask the doctor every call.



Some of the key highlights of this robust module include:

- Nurse triage protocols from Schmitt-Thompson – daytime and after-hours
- Fast, efficient point and click interface
- Medication dosage charts – click to add to triage documentation
- Email/text handouts and encounter specific care advice to callers
- Smart copy and paste to EMR
- Preconfigured to work seamlessly inside Salesforce

Training to use the myTriageChecklist telephone triage software takes 30 minutes or less. We have a live nurse manager give personalized training for every group that signs up. The software is also web-based meaning that no hardware or IT support is needed. These new features make it easy for any organization to set up and maintain a quality clinical call program.

[Free live demos](#) and training are available, [contact TriageLogic today](#).

TriageLogic Partners with Silverline to Integrate Nurse Triage Software with Salesforce

JACKSONVILLE, FL (November 03, 2017) TriageLogic®, in partnership with [Silverline](#), is excited to introduce a Salesforce integrated version of their nurse triage module at [Dreamforce 2017](#). With [MyTriageChecklist®](#) for Salesforce, the new comprehensive triage module, patient and/or medical call centers with Salesforce or considering Salesforce can seamlessly add nurse triage protocols into the core interaction with patients. TriageLogic, a leading provider of top-quality triage technology, and [Silverline](#), a Salesforce Platinum Consulting Firm with a dedicated Healthcare Practice, were at [Dreamforce](#) November 6-9.



Salesforce has recently gained momentum in providing the healthcare industry with their CRM platform, including Health Cloud, to improve the patient experience and drive higher consumer engagement. However, they have strategically relied on partners in the ecosystem to fulfill the need for clinical content. This is why TriageLogic and Silverline teamed up to develop a seamlessly integrated nurse triage module for Salesforce. With [MyTriageChecklist](#) for Salesforce, providers are able to access Gold-standard [Schmitt-Thompson protocols](#) directly in their Salesforce instance in order to provide patients with quality nurse triage services.

Some of the key highlights of this [robust module](#) include:

- Nurse triage protocols from Schmitt-Thompson daytime and after-hours
- Integration to Silverline's FullForce Certified Accelerator Salesforce – Transform: Patient Contact Center with one consistent user experience
- Preconfigured to work seamlessly inside Salesforce workflow
- The fastest and most efficient interface in the industry
- Medication dosage charts – click to add to triage documentation
- Email/text handouts and encounter specific care advice to callers
- Available Live Agent, Web-to-Case, Telephony integration

"By offering an integrated nurse triage solution, Silverline is able to further extend its Patient Contact Center solution into the upfront clinical workflow which ultimately improves the patient experience, drives higher consumer engagement, and brings forward the revenue cycle in a meaningful way."

- Matt Gretczko

Vice President, Head of Silverline's Healthcare Practice

[Read Full Article >](#)

born. All these years later, we continue working as an extension of each physician's practice by providing an easy solution for nurses to triage patients during the day ([myTriageChecklist](#)), giving access to on-call nurses when doctor offices are closed ([Nurse Triage on Call](#)), and licensing state of the art triage software for medical call centers and hospitals ([Call Center Software Solutions](#)). Dr. Charu Raheja's business and academic background combined with my experience in technology and primary care led to the creation of one of the most sophisticated triage systems available today.

Our Future

In 2018, we are rolling out upgraded features to various products and releasing our My247Healthcare app to better improve communication between providers and patients. The My24/7Healthcare mobile application is designed to help you provide the continuous access to your office that

the patients are expecting. We customize the mobile app for your practice, so patients can get your office information, easy link to their EMR portal and request nurse triage calls with a message. The mobile application is so customizable that we can even include links to your videos or any care-specific information so that the patients can easily access them without having to find the website address.

One of the most exciting new features we are implementing in 2018 is the [data portal](#) that can be integrated into our software. We have already released the reporting portal for [myTriageChecklist](#) and we will follow with similar reporting tools for [Call Center Software](#), as well as for practices that use [Nurse Triage on Call](#). This portal offers access to in-depth reports so you can easily evaluate and monitor your clinical patient phone calls. You can see in real time the results of patient calls, including protocols used, disposition, and outcomes.

This new tool can help physicians and managers observe trends and help to improve the health of their patients and the efficiency of their telephone triage service.

TriageLogic is not just an IT company that provides software and staffing solutions. We are a healthcare partner that delivers outstanding service and expertise in all areas of telephone medicine. We are constantly evolving to meet the needs of physicians and patients.

Feel free to contact me with any ideas, questions, or request for a demo.

Sincerely,
Ravi Raheja
Medical Director



Staff Spotlight



Chrissie Pattison

Continuwell Sales Manager

In this edition of our Employee Spotlight, we are introducing Chrissie Pattison, the Continuwell sales manager. Chrissie met TriageLogic's founders Charu and Ravi Raheja at a mutual friend's birthday party. They struck up a conversation that led to what they did at TriageLogic. Chrissie was instantly interested since she had been married to a physician and understood how taking calls affected doctors' lives.

This was happening while TriageLogic's latest product, Continuwell, was being developed. Chrissie thought that it seemed like an exciting new idea and they decided to keep in touch as they progressed with their launch. When the time was right, she jumped to be onboard.

In the past year that Chrissie has been part of the TriageLogic Group team, her favorite part of the job has been getting to meet people and introducing them to what the Continuwell platform can do for communication and engagement. "It's a game-changer and I love being part of that! It's wonderful to bring solutions to difficult organizational challenges and know in doing so we've made their lives better," says Chrissie.

The biggest challenge she has with working at TriageLogic and Continuwell is getting time with hospital HR directors. "We all know that engaged employees improve company value. Giving employees 24/7 access to our independent triage nurses through the app also decreases the hospital's own health care expenses. But hospital managers are busy people and we have a solution

that people don't even know exists." Chrissie is driven however, and she is aiming to introduce herself and meet with all of our current Hospital clients in 2018 to determine if we can help them save on health expenses by implementing Continuwell, not to mention improve their employee morale.

She makes up for the time in the office and with clients by being active outside or on the water when she is not in the office. Some of her hobbies include going to the beach, kayaking, bike rides to the art market, boating, and CrossFit. She also loves to make things and be creative, including water and acrylic painting, building things for her home, painting furniture, making furniture, and interior decorating. She also loves to travel. "My most recent trip was to Ireland in February. I've also been lucky enough to go to Prague, London, Copenhagen, Hamburg, Paris, and Brussels. I can't wait for what's next!"

We are happy to have Chrissie Pattison as part of the team and as our Continuwell champion.

CASE STUDY:

Triage Nurse Speeding Diagnosis of Patient Symptoms by Asking the Right Questions

[Telephone nurse triage](#) plays a critical role in making sure that patients are given the correct level of care when they call. This requires following strict guidelines established through [Schmitt-Thompson protocols](#), in which the nurse asks certain questions beginning with the most emergent symptoms. In some cases, a nurse will go above and beyond a typical triage call and we will highlight them as a Nurse Hero. We highlight the work of Tina, a triage nurse who was able to go beyond standard protocols and figure out the reason why a patient was having the symptoms he called about. This allowed the patient to get the quick intervention he needed to save his health. It was because Tina, a TriageLogic nurse, knew exactly what questions to ask that she became one of our Nurse Heroes.

The Call

During her shift, Tina received a call from a patient who stated he woke up and his lips were very swollen. He was concerned about an allergic reaction from eating chicken and potato salad from the store.

The caller's wife was in Hawaii on vacation with some friends, so he had been eating off the potato salad for a couple of days. He had noticed hives two days ago, but didn't think much of it until his lips swelled.

The Protocol

At this point, Tina went to the normal protocol for an allergic reaction. In the TriageLogic protocol software it states that if there are widespread hives, itching or facial swelling and the onset has been greater than two hours since exposure to the high-risk allergen the caller should go to the ED.

Often with this protocol, a nurse will not typically invest a lot of time into the caller's history in lieu of rapid

intervention. Tina, however, knew the patient was safe since he had no report of difficult breathing or tongue thickening. Tina decided to go the extra step to evaluate the whole scenario and asked the caller about previous allergic responses and medications he was taking.

The Problem

Pulling on her previous nursing experience, Tina paid close attention to his medications and asked him to spell the names of what he was taking. When the patient retrieved the bottle he said, "Oh it appears I am taking my wife's medication and she has mine in Hawaii." Tina knew that an ACE inhibitor can cause swelling of the lips and how it can cause many other complications if not intervened rapidly.

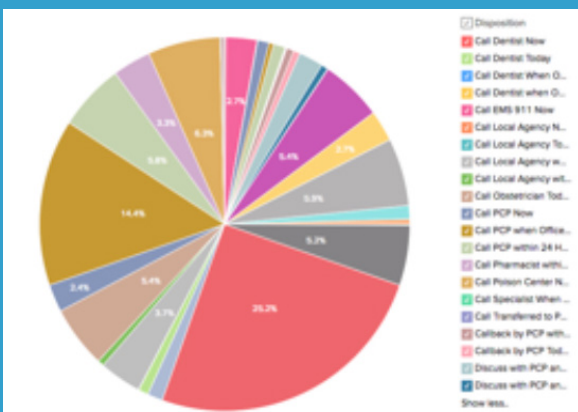
Tina is our Nurse Hero because she not only knew what to ask the caller, but she knew how critical the answer was and sent the patient to the ED for the right reasons with the correct advice. In a worse scenario, the patient may have thought his reaction was just to the food and may have resulted in dire consequences if he did not get to the ED in time for intervention.

This story illustrates the power that nurse triage has to help educate patients and get them to the right level of care. Not only do triage nurses reduce phone calls to doctors, but they also allow your patients to rest easy knowing that their provider has given them access to a medical professional who is trained to look for serious medical symptoms. If your practice would like [to provide your patients with an after-hours nurse triage service](#) or [ensure that your nurses are able to ask the right questions every time](#), [contact us](#) or [set up a demo](#) to see if TriageLogic will work for you.

myTriageChecklist

The essential telephone triage software to manage your daytime patient calls

- Email/text handouts and care advice
- Custom provider preferences
- Reports and analytics



TriageLogic to Provide Post-Op Follow-up Calls to Baptist Health Neurosurgery Patients

TriageLogic® has teamed up with Baptist Health to provide [post-op follow-up calls](#) from nurses to patients who have been discharged after surgery for stroke or other conditions from [Lyerly Neurosurgery](#), part of the Baptist Stroke & Cerebrovascular Center. The stress and difficulty faced by patients during their hospital stay makes it common for them to forget or misunderstand the instructions given by the providers during the hospital discharge. Often times, patients go home confused about their medication orders, fail to follow the treatment plan, or neglect to follow-up with a doctor visit in a reasonable time frame. Our triage nurses review their discharge instructions after the patient has gone home to ensure understanding and compliance.

“Having TriageLogic nurses working with the Lyerly Baptist Team will certainly enhance our ability to better serve our patients,” said Baptist Neurosurgeon Ricardo Hanel MD, PhD.

The [TriageLogic nurses](#) are also able to assess the patients if they have any symptoms arise and direct them to the proper level of care. All post-op calls are documented and entered into the patient’s EMR chart to complete the continuity of care and follow-up.

“Providing this service for free is important to me,” says TriageLogic CEO Charu Raheja, PhD. “I know how disorienting life can be after neurosurgery,” [referencing her own experience as one of Dr. Hanel’s surgery patients](#). “We hope that supplying patients recovering from brain surgery with an extra resource will help to get them back to their normal lives faster.”



Baptist employees Terri and Kim with TriageLogic Medical Director Ravi Raheja

How our outbound calls work?

1. Patient discharged from hospital.
2. Person doing the discharge faxes discharge instructions, MD follow-up, and nurse instruction to our secure fax number.
3. TriageLogic uploads information and creates outbound call.
4. Nurse calls and reviews discharge instructions.
5. Call encounter gets faxed to Primary Care Physician.
6. 24/7 toll free nurse triage hotline available for questions or symptoms.

By offering continued care after your patients are discharged you will:

- Decrease ER readmission rates
- Ensure continuity of care
- Increase patient satisfaction
- Help patients avoid unnecessary ER visits
- Increase patient compliance with instructions





How Daytime Protocols Help Improve Patient Call Outcomes

Setting up a nurse triage system where nurses use standardized protocols to answer patient questions increases the productivity and profits for your practice. When your nurses use triage protocols, you can have the confidence that they are asking the right questions and not missing anything. Using daytime protocols can also decrease your liability by documenting each patient call and the protocols used. [Read More](#)



The Role of Nurse Triage in Providing Emotional and Life Support to Callers

When most people think about [what a triage nurse does](#), they think of worried mothers calling about their babies, elderly patients calling about ailments, and middle-aged adults worried if they are having a heart attack or just gas. Often times, one overlooks the role of triage nurses in providing emotion and life support to patient callers.

At TriageLogic, [our nurses](#) get a wide variety of calls. We receive calls from patients with depression, patients calling because of sexual abuse, patients calling because they are lonely, cases of child abuse, anxiety, and panic. [Read More](#)



How Telephone Triage Nurses Handle Patient Emergencies

There are many reasons why patients call a [nurse triage service](#). Some call for advice on what to do for acute symptoms, such as mild diarrhea, vomiting, or how to soothe their child that can't sleep due to a mild cough and stuffy nose. Every telephone triage nurse will eventually have a caller that is experiencing severe chest pain or other symptoms that will require them to call 911. In emergencies, every second matters and the nurse must be ready to instantly know what steps need to be taken. This is why it is vital for [telephone triage nurses](#) to be trained properly on how to handle patient emergencies. [Read More](#)



How to Make Your Telemedicine Services Successful

Recent studies have shown that hospitals, specialty clinics, and other healthcare organizations are no longer leery of telemedicine and are in fact expanding to provide quality services and generate revenue. With this growth and success, there are many telemedicine options available for each unique organization. It is important to be aware of the factors that providers must consider in order to make telemedicine services successful for the patients and the organization. [Read More](#)