

CARE NEWS



CEO PERSPECTIVE



Happy New Year!

Happy New Year! TriageLogic has exciting new plans for 2017. We are launching new products and services, with two new mobile applications (apps) - Continuwell® and My 24/7 Healthcare™. MyTriageChecklist® has a new look and website too. We are excited about the growth and new opportunities for the TriageLogic Group to continue helping you take care of your patients and improve your practice.

With technology rapidly making various parts of our everyday lives more efficient, it is only natural that healthcare be included. Employers and organizations, such as pharmacies, are now offering virtual doctor visits and making it convenient for patients to access care. For example, the American Hospital Association estimates that 74 percent of US consumers will use telehealth services in 2017. For the providers, this also means that patients are now expecting to be able to send messages to doctor offices, chat with the front desk and do telehealth visits with their own doctor's office. Making these services available helps your patients access you and allows you to ensure continuity of care for your patients.

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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

- **TriageLogic was the first company to create a free standing triage checklist, myTriageChecklist®,**
- for nurses to use during the day with the Schmitt-Thompson daytime protocols. Hundreds of doctors' offices currently rely on our system to determine and document the appropriate level of care when their patients call with symptoms.
- TriageLogic continues to invest in technology to assist doctors and patients. In addition to new mobile applications for offices and organizations, we have revamped myTriageChecklist. This upgrade keeps all the benefits, while adding a brand new look with enhanced features.
- The site now has a modern look and feel, while maintaining our intuitive and efficient triage process. The system also allows the nurse to email or text care advice to the patients for reference after the call. An important feature, as patients become more involved in their healthcare management.
- But technology can only do so much. One of the strongest features of our software is the training that we provide as part of the service. That is still unique in the industry.
- Every week, we have a registered nurse with years of triage experience host a live, web-based training session. Our
- *continued on p7*

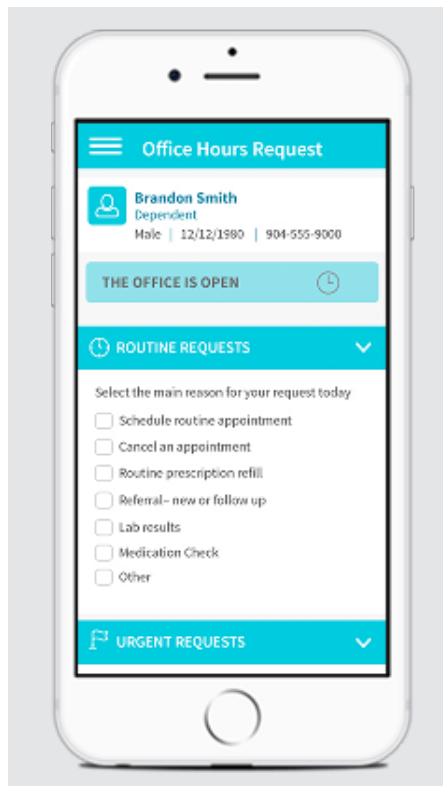
The My 24/7 Healthcare mobile application is designed to help you provide the continuous access to your office that the patients are expecting. We customize the mobile app for your practice, so patients can get your office information, send secure messages, chat with your office during the day, do a video telehealth visit with your office and your practitioners, and access on-call nurse services after-hours. The mobile application is so customizable that we can even include a link to your EMR portal in the app, so that the patients can easily access it without having to find the website address.

TriageLogic's technology is designed to brand your organization or practice and connect patients to you, their established provider. We make implementing our service easy. Once a practice signs up for the My 24/7 Healthcare app, we set-up a customized practice profile in our system. We then provide a unique code for your patients to use when they download our app. We also train your office staff on how to use the app.

Each practice gets a personalized screen with:

- Individual logo
- Office information
- Office hours
- Providers
- Description of practice
- Link to your EMR portal
- Links to your preferred health resources database

Any time the patient has a medical symptom or question, they can request a call-back from their office no matter the time of day. Our technology is advanced enough to route patients' messages to your office during the day. After hours, the patient messages requiring medical attention are sent securely to the after-hours nurse triage call center or your on-call nurse. Practices with no nurse triage service receive messages on their queue to check the next day



My 24/7 Healthcare App

(patients are informed that there is no nurse on-call).

In addition to My247Healthcare, we also now have a service designed to keep your employees healthy with Continuwell. Continuwell provides your employees and their family members with a mobile app that gives free 24/7 access to our nurses. In addition, the app includes health care information and health videos that your employees can access at any time and on the go.

For more information, check out our Continuwell article on page 3.

Both of these apps will allow for TriageLogic's services to be available to the patient any time they need it. Our technology creates efficient and accessible information and healthcare for patients and members. As technology evolves, so does the field of telehealth, and TriageLogic will be leading the way for its clients.

**HELP YOUR OFFICE
PREPARE FOR
FLU SEASON**



Let TriageLogic Nurses Help Your Office This Flu Season

By : Marci Lawing RN BSN

Our TriageLogic nurses have already received many calls from patients with flu-like symptoms this season. Every year, between November and April doctors' offices, emergency rooms, and urgent care centers see an increase in the number of patients who have flu-like symptoms. The CDC estimates that in 2015, across all age groups, there were 40 million flu illnesses, 19 million flu-associated medical visits, and almost one hundred thousand flu-associated hospitalizations.

Making sure that your office and staff have the tools needed to be prepared for this upsurge in patient calls will save you time, money, and most importantly ensure the best care for your patients. These tools include having a standardized plan, like the TriageLogic myTriageChecklist®, and patient education. We have included a flu season information handout for your patients.

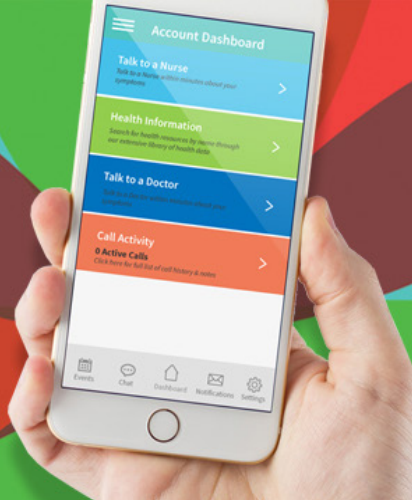
Follow a standardized plan

Your office should use a tool, such as the myTriageChecklist®, to standardize the questions that patients calling with flu-like symptoms are asked by your staff. This telephone triage software helps nurses deliver consistent and thorough documentation of every call, regardless of which staff member answers, or at what time of day. When a patient calls your office, your nurse enters symptom "keywords" to quickly access the correct protocol. Using this protocol checklist, the nurse will ask your patient all the right questions and direct them to appropriate level of care. Call documentation can easily be printed or transferred to your existing EMR system, which also helps ensure HIPAA compliance while saving time.

If your office staff is unable to handle the increased call volume or you want your patients to have access to care afterhours, TriageLogic offers Nurse Triage On Call. This service provides your patients with 24/7 access to experienced registered nurses to ensure the appropriate level of care. These nurses will even fully document the call details and send the encounter to your office.

Being prepared with a few short conversations with your patients and following a standardized plan, such as the myTriage Checklist®, can help everyone have a safer and healthier flu season.

Continuwell®



Continuwell: Keep your Staff Healthy and Save Costs

TriageLogic announces the launch of Continuwell, a new telehealth product for businesses and organizations to decrease employee health care expense and reduce employee sick days. This innovative service is designed to complement and enhance any existing wellness or telemedicine offering already in place, or offer a turnkey solution.

You take care of your patients, but who takes care of your staff? Why not extend a confidential and independent triage service for your staff by making Continuwell part of your employee benefits package?

Continuwell® is a telephone healthcare service with a network of experienced registered nurses. Continuwell® provides 24/7 on demand nurses to evaluate employees and their family members, and determine appropriate care for their symptoms. Continuwell differentiates itself with its nurse-first model, where nurses use doctor-written protocols to evaluate callers and determine the care to resolve their symptoms. Our nurses are able to provide the necessary care without the need of a doctor in 3 out of 4 cases, saving the cost of a telehealth doctor visit and making the system affordable for employers and employees.

The Service

Step 1: Member enters their symptoms using either mobile application or website portal

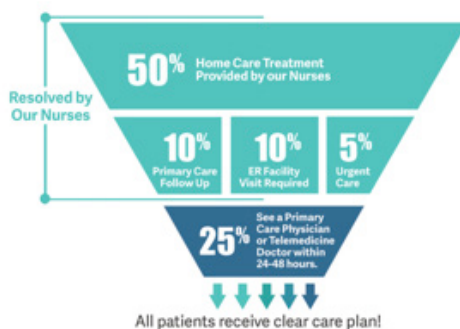
Step 2: A registered nurse calls back within minutes

Step 3: The nurse evaluates their symptoms and helps them with the next steps

Continuwell is always available to help your staff get back on their feet, no matter the symptom. Continuwell nurses are an objective resource that employees can use to discuss symptoms that they may not want to discuss with colleagues. We also have telehealth doctors available for your staff, in the event that a prescription or further treatment is needed. Our medical professionals reduce employee sick days and get people back to their normal activities faster.

ACCESS TO FREE NURSES ENCOURAGES UTILIZATION.

3 OUT OF 4 CALLS ARE RESOLVED BY THE NURSE.



Therefore, your staff can get back to taking care of your patients faster.

We help people decide when they really need to go to the ER, and when it is ok to stay at work. Our solution is a trusted alternative to ER or urgent care visits and prevents oversight of serious warning signs. Not only are we HIPAA compliant, we are also independent of health insurance companies.

Continuwell is affordable healthcare that gives employees or members the peace of mind that their health is in good hands.

Continue work. Continue play. Continuwell.

For more information on Continuwell or if you would like this service for your staff, email info@continuwell.com.

TriageLogic in the community



TriageLogic Supports Local Children's Hospital Event

TriageLogic had the pleasure of sponsoring an event at the annual Art and Antiques Show in early December 2016. This Jacksonville, FL event is a four-day event annually produced by The Women's Board to benefit Wolfson Children's Hospital. Wolfson's is part of Baptist Health, the region's most comprehensive healthcare provider. The event TriageLogic sponsored, "Keep Reaching for the Stars," was a children's fashion show that featured current and former patients. Charu and Ravi escorted Stevie Rukab, a patient at Wolfson's, down the runway. Currently, proceeds from this event support funding for the Larry J. Freeman Behavioral Health Center. This facility will treat children facing complex medical issues and psychological concerns and will house the only truly comprehensive children's behavioral health program in the region.



Supporting children and healthcare is important to Charu and Ravi Raheja, as well as the TriageLogic Group. In the next year TriageLogic plans to continue being involved with various charities and organizations. TriageLogic will even be providing some of its services to a non-profit organization in need of access to quality healthcare.

NEW E-BOOK ON PATIENT SYMPTOMS AND OUTCOMES



This free e-book is written for hospitals, doctors and Triage Call Centers. When people have health concerns, particularly when practices are closed, they may seek care at an emergency room (ER) because they are not sure about the severity of their own or their loved one's symptoms. Alternatively, many chose to stay home and ignore their symptoms until they become life-threatening.

Triage nurses prevent unnecessary ER visits and direct patients to the appropriate care for their symptoms. Over 4 in every 10 patient callers are given home care advice by the nurse and require no further follow up by a medical professional.

This e-book on patient symptoms and outcomes provides a guideline for practices and hospitals about caller demographics, main symptoms, and outcomes from patient phone calls. It provides a reference tool for typical calls and a guide for managers when training triage nurses. Doctors and other medical providers can also use the contents of this e-book to educate their patients on when to call a triage nurse.

NEW LEARNING CENTER CASE STUDY



Learning Center Course 3: Case Studies and Scenarios in Nurse Triage

This is an educational course available for free in the TriageLogic Learning Center. This course helps triage nurses test their knowledge by applying the 10 Critical Steps of a Triage Call (from Course 2) to various case studies. Each Critical Step in the process has a purpose, and the cases demonstrate the importance of not skipping over any of them.

Doing so may result in the patient not getting the right level of care based on their symptoms and medical history. With practice, nurses discover which steps are brief and take only a minute, and which steps may take longer to complete. The case studies in this course present the opportunity to see detailed examples of how to apply each of the Critical Steps of a Triage Call to a patient's unique situation. [Read More](#)



1 in 3 ADULTS who calls a nurse triage line is told to go to the ER

One in every 3 adults who calls a nurse triage line is told to go to the ER. Find out why.

By : Charu G. Raheja, PhD

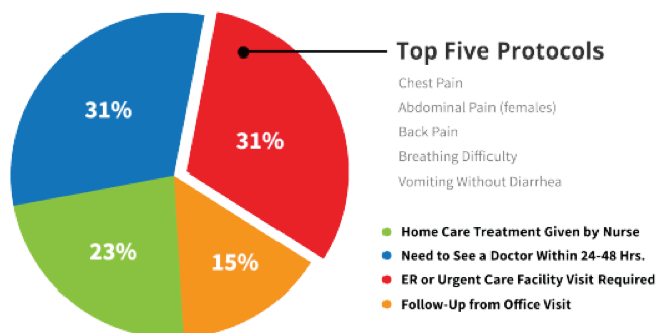
Often times, as adults, we think that we are better than children at determining if our symptoms are serious enough to require further care. As a result, many of us deny very serious symptoms. We think the severe headache is just a migraine. Or that the chest pain is not caused by a heart attack – that only happens to other people.

The truth is that it is difficult to be objective about our symptoms and we don't always want to interrupt our day or "bother" our doctor to find out that we have a minor symptom. We also don't always know how to recognize the warning signs of something serious or sometimes we are scared to find out that we have a dangerous condition. As one of our Nurse Managers, Marci Lawing, observed, "Adults will try everything without any assistance and usually only call their doctor or nurse triage line as a last resort. Parents, on the other-hand, tend to be a lot more proactive about calling right away if their children experience unusual symptoms."



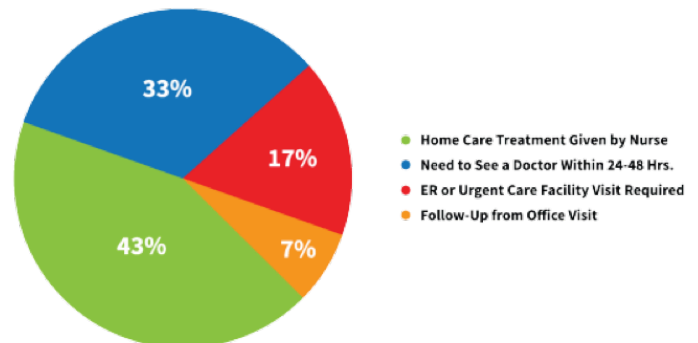
Dispositions for the Overall Population

Table 1 : Data from April to June 2016 (out of 42,000)



Dispositions for Adults (18 and up)

Table 2 : Data from April to June 2016 (out of 9,200)



We studied treatment advice data from our nurse triage call center for the months of April, May, and June 2016. In those 3 months, our nurses triaged close to 42,000 callers. Out of these callers, about 9,200 (22%) were adult callers. Table 1 shows the disposition results for all the callers and table 2 shows the data for the adult callers.

Surprisingly, adults had a significantly higher rate of ER referral and a much lower incidence of home care advice. Compared to the entire population, here is what we discovered about patients 18 years and above:

- **Less than ¼ of adults are given home care, in comparison to closer to ½ of the overall population.**
- **Adults also show the highest amount of cases where the patient is sent to the ER: Close to 1/3 were told to go to the ER, as compared to only 1/6 of the overall population.**
- **In both groups, about 1/3 of the patients needed to follow up with a doctor office in the next 24 to 48 hours.**

The top 5 reasons why adult callers are sent to the ER are:

- **Chest Pain**
- **Abdominal Pain (females)**
- **Back Pain**
- **Breathing Difficulty**
- **Post-op Symptoms/questions**

While not everyone calling with the above symptoms needs to go to the ER, knowing that these symptoms could be the sign of a serious illness could help save a patient's life. Nurse triage is a perfect bridge to provide 24/7 access for patients to ask questions without adding a significant burden for the doctors. In addition, patients tend to be more comfortable calling a nurse because nurses are trained to provide comfort and evaluate if a symptom even requires a doctor visit. Doctors, on the other hand, tend to be seen as someone you call when you are truly sick, further discouraging patient phone calls.

In conclusion, the data suggests that adults tend to wait until they are decidedly sick before calling for professional medical advice. Our next goal then, is to try to understand the main reasons why adults are referred to an ER.

Customer Spotlight



TriageLogic Implements Nurse Triage Call Center Software for Children's Healthcare of Atlanta

Jacksonville, FL. (October 19, 2016) – TriageLogic® announces the implementation of their Call Center Software for Children's Healthcare of Atlanta, the largest healthcare provider for children in Georgia. TriageLogic's call center platform has been adapted and customized to fit the unique telephone triage needs of the hospitals and community phone lines for Children's.

Children's is a not-for-profit organization that is over 100 years old. It is ranked among the top children's hospitals in the country by U.S. News & World Report.

TriageLogic's Call Center Software is designed for Children's to have their own nurses manage their patient phone calls. The system is integrated with their existing EMR systems and other platforms. TriageLogic also built a custom interface to display and manage Children's proprietary triage protocols.

"We are excited about the implementation of our platform and the opportunity to assist with patient care in Georgia," said Dr. Ravi Raheja, Medical Director and COO.

The TriageLogic platform will help actualize Children's mission to provide the best care and best experience for every child by providing an improved telephone experience for patients and providers in Georgia.

Letter from the Medical Director continued

trainer teaches new users how to use the software. She also reviews clinical questions and scenarios brought up by returning clients. Several offices send their new nurses for training, even after their initial training session. Having a resource with expertise in triage, combined with our free Learning Center, has helped nurses all over the country learn how to better manage their phone calls.

MyTriageChecklist may have a new look with improved features, but our clients are still receiving the same quality triage protocol system, backed by free experienced training, that they have come to rely on.



Ravi Raheja, MD

Staff Spotlight

by Mario Sanchez



Rose M. Moon, RN, BSN

Clinical Education and
IT Support Manager

Rose Moon earned her Bachelor's Degree in Nursing from Duquesne University in Pittsburgh, PA. She has over 25 years of nursing experience, including inpatient and outpatient pediatric care and telephone triage call center development and management.

Rose's path to working for TriageLogic began while she was a client. In her previous position, she developed a call center for one of the top 10 children's hospitals in

the US. She began that call center with 14 physicians and covered 14,000 lives. The call center expanded operations to provide services for adults, as well as pediatric patients, servicing 300 physicians and covered over one million lives.

Rose was responsible for software evaluation, testing, training and implementation in her previous position. She utilized TriageLogic software for three years before joining our team. She had selected TriageLogic because it was the most user friendly system and the company was not solely IT, but had physicians and nurses with years of telemedicine experience.

As a previous client, Rose brings a valuable perspective to the TriageLogic Team. She has been the Clinical Education and IT Support Manager for TriageLogic for over three years. Her favorite part of the job is meeting and working with telehealth professionals from all over the United States. To date, she has met with clients from 40 states, plus Canada! With Triage Logic's cutting edge IT developments, she

expects to have met with clients from all 50 states by the end of 2017.

Rose works to challenge the misconceptions of telephone triage. She often hears that "telephone triage is in place to feed emergency departments," or worse to "keep patients out of an ED". She educates clients and their staff about the real goal of telephone triage- to assess a patient's current symptoms, while taking into account their past medical history and current medications, and direct them to the most appropriate level of care.

Rose has trained over 1,000 triage nurses and has served as an expert witness in telephone triage litigation. In the future, she plans to continue to play a vital role in partnering healthcare and technology. She provides both healthcare professionals and patients with resources to enhance access to quality care.

From Our Blog



Effectively Documenting Patient Phone Calls Decreases Liability

By Charu Raheja, PhD

In modern times, people demand quick access to information and services. Medical care is no different. More and more patients and medical practices are turning to the telephone to communicate health information and care instructions.

When used correctly, this can be a safe, effective and beneficial option for both the patient and physician. However, unlike office visits, there is often a lack of documentation of the communication between the health care provider and patient. If there is a misunderstanding or a negative patient outcome, this can lead to malpractice suits against physicians. Follow the link to read more.

[Learn More](#)



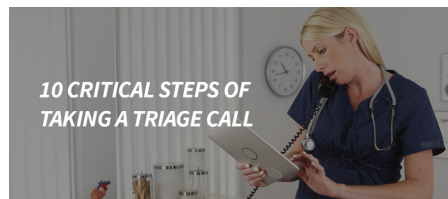
TriageLogic Tips to Keep You Active and Healthy This Winter

We here at TriageLogic know that it can be hard to get motivated to exercise during the winter months. The weather and lack of sunlight keep many of us indoors. However, having your patients and staff stay active is important for the mind and body.

Working out can be challenging when the work flow is busy, such as during the winter or cold and flu season. The good news is you do not even have to leave your desk to receive the benefits of being active. Our TriageLogic nurses have some great tips for sneaking in some exercise while stuck at your desk working long, stressful hours this winter.

Continue reading for simple exercises you can do in the office.

[Learn More](#)



The 10 Critical Steps of Taking a Triage Call

This short video introduces the key steps for a triage nurse to take a triage call. The goal of every triage call is to make a patient feel comfortable and heard, while at the same time collect the critical information from the patient and get them to the appropriate level of care based on their symptoms.

Click this link to learn more about the 10 Critical Steps.

[Learn More](#)



**LEARNING
CENTER**
Educating Triage Nurses

A Free Learning Resource

