TriageLogic Assists Union County Covid-19 Hotline by Screening Patients and Connecting Them to Physicians

TriageLogic, LLC is working with National Diagnostic Services, Inc. to set up a 24/7, COVID-19 hotline that has a combination of live operators and is fully automated for New Jersey healthcare organizations and institutions. The hotline supplies Governor Phil Murphy and his administration with front end solutions to screen callers using CDC based guidelines and connects them to a physician if further testing and treatment is needed.

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TriageLogic, LLC is working with National Diagnostic Services, Inc. to provide a COVID-19 hotline in New Jersey. Implementing emergency support solutions like TriageLogic's 24/7 hotline provides Governor Phil Murphy and his administration the tools they need to help burdened hospitals and identify patients who need further care. TriageLogic has provided New Jersey with operators to screen callers and an option for automated screening using CDC based guidelines and connects them to an NDS physician if further testing and treatment is needed.

As the COVID-19 pandemic progresses, cities, counties, and states like New Jersey have realized that changes must be made to accommodate the influx of patients that doctors and hospitals are seeing. In light of the challenges that the Coronavirus brings, many healthcare organizations have set up COVID-19 hotlines. These hotlines answer general questions and screen patients to either direct them to the care they need or reassure them that it's safe to stay home. TriageLogic is helping these hotlines by screening patients with a fully automated system and sending information about the patients to providers when a further medical visit is appropriate.

The Benefits:

Balancing workloads and optimizing time management for doctors and nurses at a time like this is vital for an effective community response. TriageLogic understands that parsing or deciphering between sick patients and those who just need reassurance is a big part of navigating this pandemic successfully. Because of this, they are working with cities, counties and states to screen patients based on established guidelines with trained, non-nurse staff or with a fully-automated system.

It's no secret that many people today prefer to use their mobile phones or computers instead of placing a phone call. TriageLogic strives to make screening and sending information highly accessible and easy to use. In addition to being user friendly, their fully or partly automated phone lines save countless man-hours and cuts costs. TriageLogic has seen call volume skyrocket since the onset of the Coronavirus, overwhelming call centers and multiplying phone line costs.

With so many callers, calls cannot be taken in real time and caller information is delayed in getting to health care providers. TriageLogic's remote patient communication system ensures that pertinent information is being collected and relayed to the proper caregiver in a timely manner. The automated system that TriageLogic has implemented avoids these extra costs and collects more of the patient information that providers would need to follow up, all while maintaining social distancing.
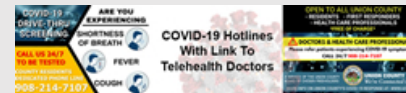
> " We were impressed by TriageLogic's ability to quickly deploy a COVID-19 hotline and adapt it to the higher than expected call demand. The automated process has really saved us money and time. "
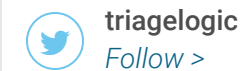
How it works:

1. TriageLogic sets up a custom screening process in conjunction with the medical director of the organization. The screening process is client-specific and customizable.
2. TriageLogic then builds a custom screening tool based on the state's or municipality's requirements. Users come to a website and access a link - or can call a hotline number to speak to an agent if they prefer.
3. The patient information as well as the results of their screening is capture in a HIPPA compliant system.
4. Users are sent information based on their questions. The users who need further care have their information sent to the appropriate for follow-up.
5. Patients who show symptoms of COVID-19 and need testing will have a visit with a telehealth doctor - of the state or municipality's choosing - to be evaluated further or to get a prescription for testing if indicated.

TriageLogic uses triage protocol and demographic data in compilation with a client-specific algorithm that separates different kinds of patients and funnels them through the correct channels to an appropriate provider. The process is concise, saving healthcare organizations the most valuable resource of all: time.

"We were impressed by TriageLogic's ability to quickly deploy a COVID-19 hotline and adapt it to the higher than expected call demand. The automated process has really saved us money and time." – National Diagnostic Services, Inc

Making this careful triage easily available to its citizens helps states like New Jersey manage the incursion of sick patients they are likely to see or have already seen. TriageLogic can help support communities by offering the same remote systems that New Jersey has implemented with our help. TriageLogic is ready to provide it's easy-to-implement solutions to states, counties, or cities to help address the COVID-19 pandemic.

About TriageLogic®

TriageLogic is a URAC-accredited, physician-led provider of top-quality nurse telehealth technology, mobile applications, and medical call center solutions, all with the purpose of encouraging positive patient behavior and improving access to healthcare. Founded in 2006, the TriageLogic Group now serves more than 9,000 physicians and covers over 20 million lives nationwide. They continue to partner with private practices, hospitals, and corporations throughout the U.S.

Visit http://www.TriageLogic.com for more information, or email them at info@triagelogic.com to get details about how this system can work for your community.

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