

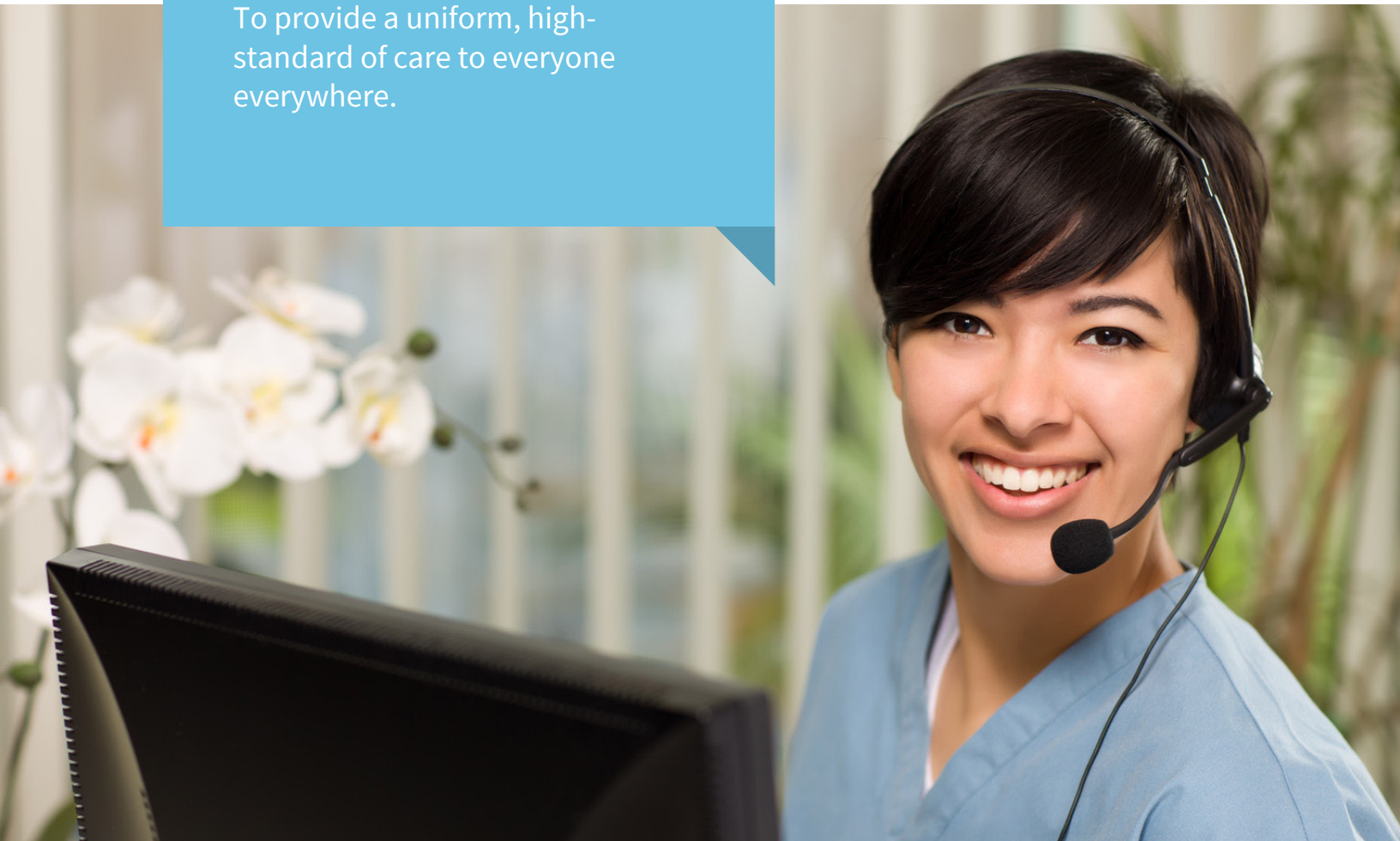
# *TriageLogic*



OUR PRODUCTS AND SERVICES  
**BROCHURE**

## VISION STATEMENT

To provide a uniform, high-standard of care to everyone everywhere.



**TAKING CARE OF OUR  
COMMUNITIES ONE CALL  
AT A TIME**



Health Call Center  
Expires 04/01/2023



# SCHMITT-THOMPSON

## PROTOCOLS



### **BARTON D. SCHMITT, MD, FAAP**

A Professor of Pediatrics at the University of Colorado School of Medicine, and the Director of the Sleep Disorder Clinic and Encopresis-Enuresis clinic at The Children's Hospital of Denver. He authored the book *Pediatric Telephone Protocols*.

### **DAVID THOMPSON, MD**

Board certified in emergency medicine and internal medicine, in addition to being on the emergency department clinical faculty at Northwestern Memorial Hospital, Chicago. He is the author of *Adult Telephone Triage Protocols 2nd Edition*.



**We have partnered with Dr. Barton Schmitt and Dr. David Thompson to make the industry standard triage protocols available in our software.**

More than 20 years ago, Dr. Barton Schmitt, a pediatrician from Colorado, and Dr. David Thompson, an ER doctor in Chicago, began development of a decision support protocol program for pediatric and adult triage. Schmitt-Thompson Protocols have become the gold standard in telephone care.

Schmitt and Thompson developed a comprehensive list of protocols and put them in a database so they can be used as algorithms with computer systems. These protocols are now used by over 400 call centers around the country as well as internationally.

Schmitt and Thompson recognized the need for consistent clinical content sets for every contact point.

As such, they developed content sets for: After Hours, Office Hours, House-Calls, and Patient Advice. The protocols are symptom-based so they are comprehensive in the sense that no matter what specialty and primary care doctor is involved, when the office is closed these protocols will cover over 99% of all symptoms. As a result, the triage nurse will always have a guideline that will apply to the patient's situation.

While these protocols are available in book format, call centers and office nurses often find books cumbersome and difficult to use. For that reason, TriageLogic offers these protocols in electronic format in our software products, and our nurse triage system uses these electronic protocols.

# OUR PRODUCTS

PHYSICIAN DESIGNED, NURSE APPROVED



## CALL CENTER SOLUTION

Intuitive software for Triage nurses used by hospitals and large triage centers. Use this robust call center platform to manage your patient phone calls.



## MY TRIAGE CHECKLIST

Software used by hospitals and doctors' offices for their daytime nursing staff to ensure consistent telephone assessment and care advice for patient calls.



## NURSE TRIAGE ON CALL

Nationwide URAC accredited triage nurse call center used by doctors offices, hospitals and organizations. Also, Nurse Triage on Call includes an app that allows patients to directly request nurse phone calls and bypass the answering service.



## MY 24/7 HEALTHCARE

App that allows patients to access their doctor's office at any time of the day. Patients can make routine requests and urgent care requests such as nurse call backs, prescription refills and appointment requests for office hours and after hours care.



## LEARNING CENTER

TriageLogic also offers a free Online Learning Center with Telephone Nurse Triage. It offers in depth video courses, pertaining to nurse triage. The video courses break down the key factors and traits needed to become an effective telephone triage nurse.



## REMOTE PATIENT MONITORING

Remote Patient Monitoring allows practitioners and healthcare organizations to monitor chronically ill patients. We help organizations set up a program that saves them time and increases their revenue. The program includes software solutions as well as clinical and non clinical options.

# CALL CENTER SOLUTION

INNOVATIVE, EFFICIENT, COST-EFFECTIVE

## THE CALL CENTER PLATFORM THAT MEETS YOUR NEEDS

### CHOOSE A PLAN

#### ① Secure, HIPAA compliant Private Cloud

This comprehensive solution is fully hosted and maintained with 24/7 IT support. All data is stored in secure, state-of-the-art US data centers. We provide both a primary server and a mirror image backup server.

#### ② The Ultimate Private Cloud – in YOUR datacenter

Unique to TriageLogic, you receive a fully installed and 24/7 managed solution INSIDE your organization's network. This solution provides all the benefits of a fully hosted solution with increased flexibility to connect to multiple systems while meeting internal security requirements. It's the ideal solution for larger organizations and it is very affordable.

#### ③ Thorough and Accurate Documentation

Our technology incorporates drop-down lists, check boxes, and auto-fill capabilities in efficient document with minimal typing. Every action in the system is logged with a time stamp and user ID for accountability and reporting.

### MANAGE YOUR PATIENT PHONE CALLS



### BENEFITS

- ✓ Gold-standard Schmitt-Thompson protocols
- ✓ Web-based. Accessible anytime, anywhere
- ✓ Robust Reporting designed by Clinicians
- ✓ Integrated Secure texting
- ✓ Smart phone app for patients
- ✓ Excellent integration options
- ✓ Two-way video and telemedicine ready



# MY TRIAGE CHECKLIST

SIMPLE, EFFECTIVE, NECESSARY

**USE THIS SCHMITT-THOMPSON POWERED  
ELECTRONIC CHECKLIST TO MANAGE  
DAYTIME PATIENT PHONE CALLS**

## 3 EASY STEPS TO PROVIDE HIGH QUALITY PATIENT CARE

- 1 Patient calls in. Nurse enters symptom “keywords” to quickly access correct protocol
- 2 Nurse uses protocol checklist to ask all the right questions and direct patient to appropriate level of care
- 3 The system documents all the call details as the nurse handles the call

“After implementing Office Triage Solution (myTriageChecklist), we noticed improved nurse productivity and job satisfaction, along with increased standardization in the way calls are being processed in our office. The technology is simply a ‘win-win’ for everyone.

— **Dr. Adam Naddelman**, Princeton Nassau Pediatrics



## BENEFITS

- ✓ Up-and-running in less than 30 minutes
- ✓ Get patients to the right place at the right time
- ✓ Standardize and document every patient phone call
- ✓ Works with any EMR system

# NURSE TRIAGE ON CALL

RELIABLE, AFFORDABLE, COMPASSIONATE

## NURSE TRIAGE COVERAGE FOR PROVIDERS AND THEIR PATIENTS



### HOW IT WORKS

- 1 Patient requests a phone call
- 2 Nurse calls patient back and directs patient to the appropriate level of care
- 3 Triage encounter is sent back to the physician's office as soon as a call is complete

“After implementation, we noticed that patient complaints dropped and our clinical staff was happier with how we coordinated patient inquiries. The process keeps our patients out of the emergency room and in our offices the next day. Clearly, the after-hours nurse support line improved how we support patients when our main provider offices are closed and also enhanced our practice's quality controls as well.

— **Dr. Leah J. Treadwell**, Austin Regional Clinic

LET OUR NURSES TAKE YOUR AFTER-HOURS PATIENT CALLS

### HIGHLIGHTS OF OUR TRIAGE SERVICE

- ✓ Gold-Standard Protocols from Schmitt-Thompson
- ✓ Experienced, highly trained registered nurses
- ✓ All calls recorded and monitored
- ✓ Prompt call back times, average 30 minute call back time
- ✓ Medical Director on staff to train, supervise nurses and speak to clients

## ADDITIONAL FEATURES

### SECURE, HIPAA-COMPLIANT TEXTING

Unique to TriageLogic is our innovative, secure, HIPAA-compliant texting.

- a. Provider can access patient info on their smartphone - Triage Nurse can send text messages with patient info securely to “on call” provider’s smart phone.
- b. PHI bypasses public networks - All patient data remains within secure TriageLogic environment.
- c. Delivery Confirmation - Our smart software tracks when MDs pick up their messages.

### SMART PHONE APP

Patients can request a call back from a nurse securely from their smart phones, improving access and decreasing answering service costs.

### ON-CALL SCHEDULING

Our intuitive on-call scheduling system enables each practice to manage and change their own call schedule in real time. No more faxing schedule changes and calling in last minute switches.

Each provider profile has their preferred method of contact if a nurse needs to reach them.



***“MY TRAINING IN  
FINANCE AND STATISTICS  
PROVIDES ME WITH A  
UNIQUE PERSPECTIVE ON  
THE BENEFITS OF NURSE  
TRIAGE TO HEALTHCARE”***

***— Charu Raheja, PhD, Chair  
and CEO, TriageLogic***





## RESEARCH SHOWS RESULTS

Expert team of programmers, physicians, and PhDs Researchers on staff can help with customized research based on your needs, such as Patient surveys, ROI studies, ER utilization studies, etc.

Prior to triaging, nurses asked patients what level of care they would have selected if they did not have access to a triage nurse. Compared patient response to nurse disposition.

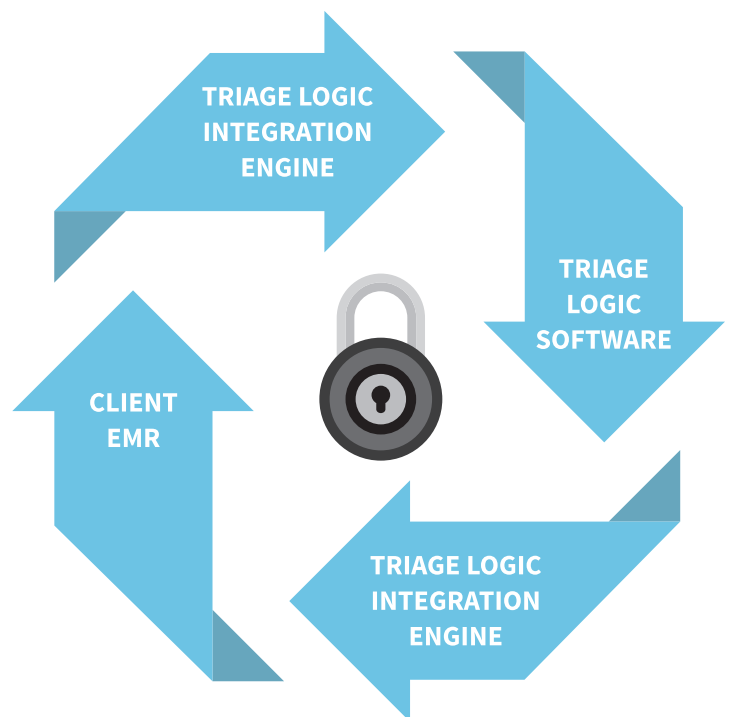
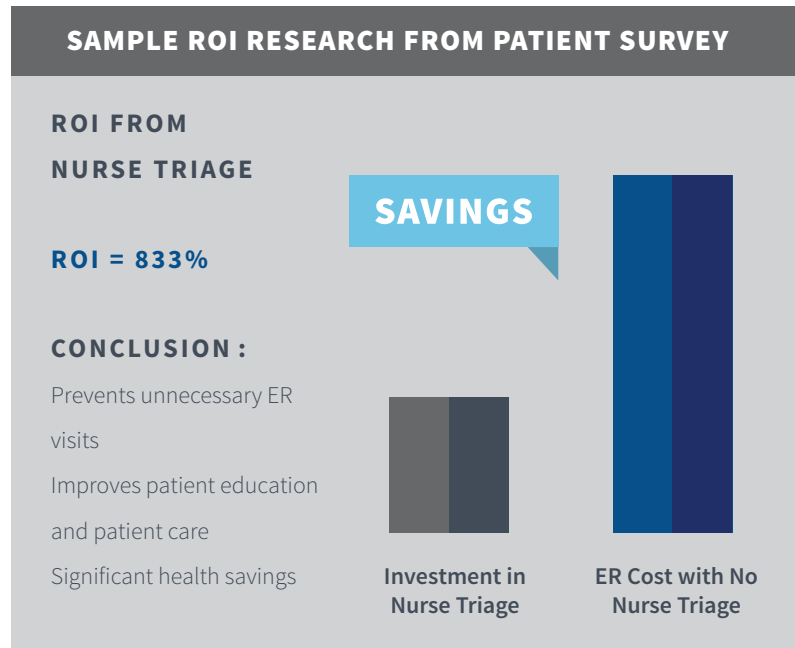
## A LOW-COST SOLUTION WITH SIGNIFICANT MEASURABLE RESULTS

## INTEGRATION MODULE

TriageLogic is able to provide secure, HIPAA-compliant, two-way communication between your practice EMR and our nurse triage software. With this optional module you will have enhanced capabilities including:

**Real-time, paperless information :** your practice will be able to bypass any manual steps to add the triage encounter into your EMR.

**Smarter Triage :** Our nurses can get a brief medical summary from your EMR in a secure standardized format. This helps with chronically ill patients and helps patients feel like the nurse is a true extension of your office.



**“OUR PHYSICIANS LOVE BEING ABLE TO CUSTOMIZE THEIR STANDING ORDERS”**

— Amy Smith, Sales Manager, TriageLogic

# MY 24/7 HEALTHCARE

## ① HOW IT WORKS

Your patients simply download the app, sign up to use the service and enter their symptoms on the app. This allows them to get in touch with your after hours Nurses about the symptoms they are experiencing and receive triage.

## ② IMPROVE PATIENT CARE

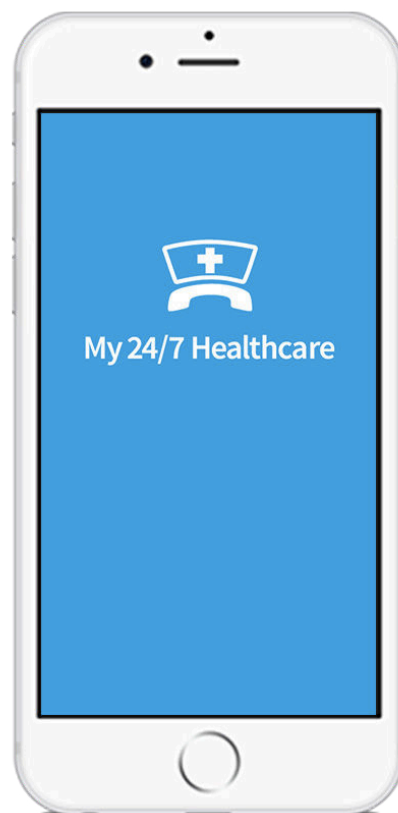
This app allows your patients to connect to our triage nurses, giving them peace of mind that their health is in good hands.

## ③ SAVES TIME AND MONEY

This app allows your patients to bypass the step of an answering service, as they are entering their own symptoms– saving you and your patients time and money.

## ④ HIPAA COMPLIANT

As with all our products, the Telehealth App is HIPAA compliant. All text is sent securely and patient data is kept confidential.



***AN INNOVATIVE APP THAT  
CONNECTS YOUR PATIENTS TO  
YOU AT THE TOUCH OF A BUTTON***



## A FREE LEARNING RESOURCE



### KEY POINTS

- ✓ Watch shorter learning videos
- ✓ Learn without certification
- ✓ New lessons added frequently

**SIGN UP FOR A FREE  
MEMBERSHIP AND BEGIN  
LEARNING TODAY!**



### TRIAGE LEARNING CENTER COURSES AND RESOURCES

Our Nurse Triage Learning Center offers in depth video courses, pertaining to telephone nurse triage. The video courses break down the key factors and traits needed to become an effective telephone triage nurse.

A couple of topics the triage learning center covers are handling difficult calls and the importance of working in a distraction-free setting. Additionally, there are a variety of other resources beneficial to both current and aspiring telephone triage nurses. These educational resources include internal articles, as well as external sources, such as Schmitt Thompson Clinical Content and a list of recommended reading material for triage nurses.

### DON'T FORGET TO

- 1 Check out our educational material and tools, beneficial to your career as a telephone triage nurse.
- 2 Join in on the discussion and become a member of our nurse triage community. As a member you will be able to communicate with other nurses in the field.
- 3 Subscribe to the Learning Center to access the full extent of our learning material.

# TRIAGELOGIC FOUNDERS

## OUR STORY

Board certified pediatrician Ravi K. Raheja, MD and Charu Raheja, PhD saw that there was a need for accurate, reliable, cost effective triage services in both hospital and private practice settings. They founded TriageLogic in 2007, after extensive research and investment in the development of proprietary triage software technology.

Today, TriageLogic is a leading provider of quality affordable triage solutions, including comprehensive nurse triage services and innovative triage software systems. TriageLogic products are for use in both institutional and private practice settings.

### **CHARU G. RAHEJA, PHD**

Chair and CEO

**PHD:** Finance, New York University

**Expert in** valuation, corporate governance and healthcare research data analysis

**Board Member** of Community Health Charities, American Heart Association, and Point Motion

### **RAVI K. RAHEJA, MD**

Medical Director and COO

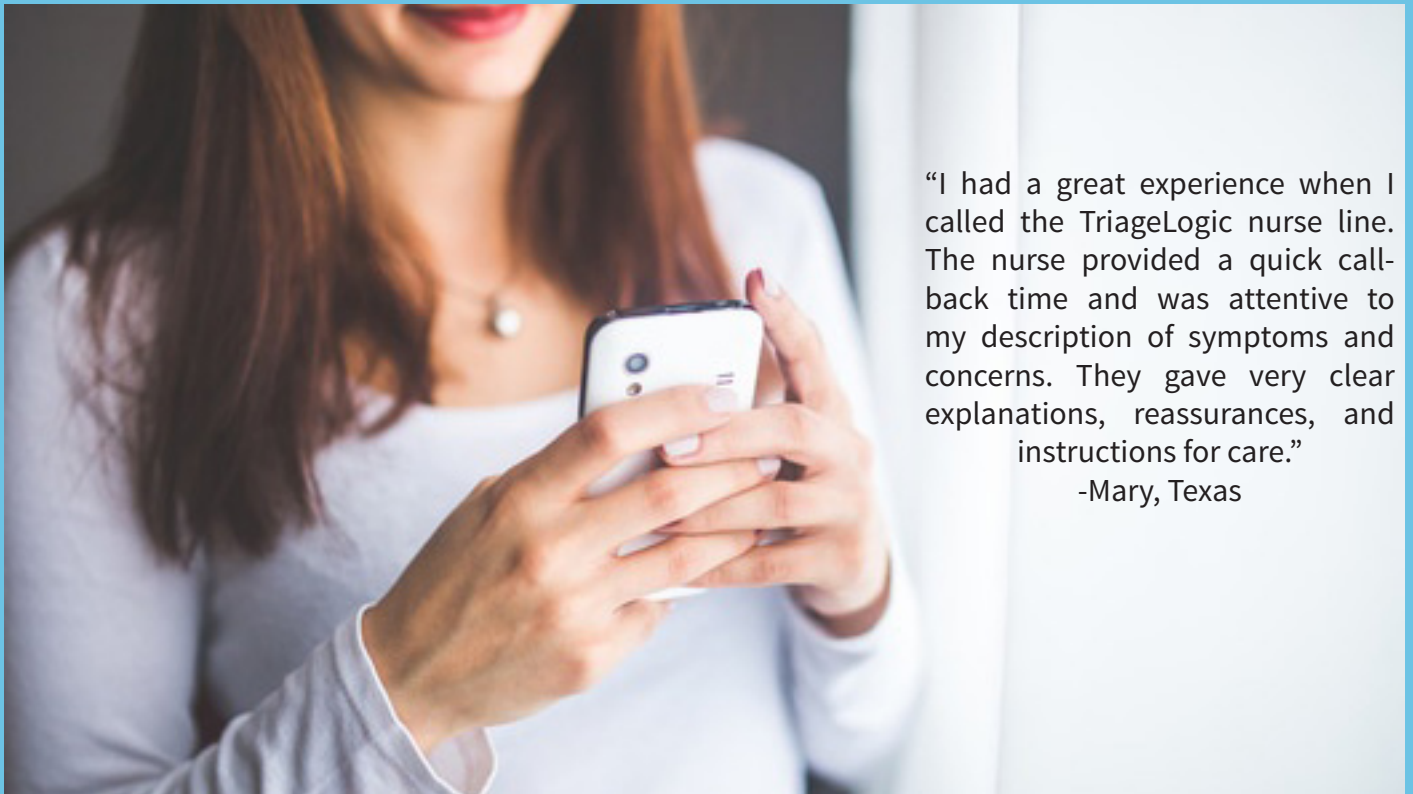
**MD:** Robert Wood Medical School, New Jersey

**Pediatric Residency:** Schneider Children's Hospital, New York

**Special Interests:** General pediatrics, medical education and information technology







“I had a great experience when I called the TriageLogic nurse line. The nurse provided a quick call-back time and was attentive to my description of symptoms and concerns. They gave very clear explanations, reassurances, and instructions for care.”

-Mary, Texas

## WE WANT TO HEAR FROM YOU!

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Jacksonville, Florida 32217

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[www.triagelogic.com](http://www.triagelogic.com)

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ACCREDITED  
Health Call Center  
Expires 04/01/2023

