



# TriageLogic®

WWW.TRIAGELOGIC.COM

1-855-TEAMTLC (832-6852)

## App Enabled Call Center Solution

### 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

Unique to TriageLogic, you receive a fully installed solution, managed 24/7, 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 MYTRIAGECHECKLIST - CALL CENTER

This is a web-based electronic triage protocols system. Annual updates are included. This unique option is very cost-effective and available exclusively through TriageLogic. The essential package works with any existing electronic system. Integration is available.



#### BENEFITS

- ✓ Gold-standard Schmitt-Thompson protocols
- ✓ Web-based - accessible anytime, anywhere
- ✓ Robust reporting designed by clinicians
- ✓ Integrated Secure texting and chat
- ✓ Smart phone app for patients
- ✓ Integration ready, including Salesforce and EMR
- ✓ Ability to add custom protocols
- ✓ Email/text handouts and advice
- ✓ Fully redundant disaster recovery
- ✓ NIST cybersecurity compliant infrastructure

# MEDICAL DIRECTOR

## RAVI K. RAHEJA, MD

Medical Director & COO

Founded in 2005, TriageLogic® is URAC accredited, physician-led provider of high-quality telephone nurse triage services, triage education, and software for telephone medicine. The TriageLogic Group serves over 9,000 physicians and covers over 25 million lives nationwide.



**Triage  
Logic®**

WE WANT TO HEAR FROM YOU

CALL US FOR A DEMO  
1-855-734-4463

EMAIL US AT  
INFO@TRIAGELOGIC.COM

WWW.TRIAGELOGIC.COM

EFFICIENT

INNOVATIVE

COST-EFFECTIVE

## TRIAGELOGIC CALL CENTER SOLUTION THAT WORKS

### BENEFITS

**Reliable, customizable web-based system** - No special equipment needed. The TriageLogic Call Center Solution is fully customizable to fit the size and needs of your facility.

**Thorough and accurate documentation** - Our technology incorporates drop-down lists, check boxes, and auto-fill capabilities in an efficient document with minimal typing.

**Remote monitoring of call volume and workflow** - Supervisors can assess triage staffing at all times, including remote access to calls in queue, prioritizing by chief complaint, and skill sorting for their specialty.

**Training by an expert** - Our Call Center Solution is so intuitive and user-friendly that most nurses start using the software live with only eight hours of training and practice with our clinical experts.

**Robust reporting** - The system provides a user-friendly data portal and ad-hoc reporting.

**Competitive pricing** - Our pricing model is very competitive, allowing organizations to have access to the latest technology.

**Innovative healthcare partner** - Mobile app for patients. We use our expertise to provide trusted and cutting edge products.