Evaluating a Nurse Triage Program

Triage Logic®

	Yes	No
1. Organization has a written and documented Nurse Triage Training Programt	☐	☐
2. Triage software uses national, standardized Schmidt-Thompson Protocols	☐	☐
3. Answering service follows protocols for asking questions and entering patient symptoms	☐	☐
4. Organization has established average patient call-back times	☐	☐
5. Calls are staggered to prioritize patients based on severity and nurses adhere to average call times.	☐	☐
6. Organization records and reviews calls for quality assurance	☐	☐
7. Triage software allows for HIPAA-compliant secure texting between nurses and doctors	☐	☐
8. Organization is URAC accredited to ensure all nursing laws, Hipaa and patient safety are being followed	☐	☐