

TriageLogic[®]

Nurse Triage On Call (NTOC)



ACCREDITED
Health Care Center

We are an **URAC-accredited**, physician-led organization providing high-quality telephone nurse triage services, triage education, and software solutions for telehealth.

NURSE TRIAGE COVERAGE

When patients have new or concerning symptoms, our experienced triage nurses provide timely guidance to reduce unnecessary ER visits, ease anxiety, and ensure appropriate care—supporting well-being and continuity of care.

Our experienced nurses are guided by TriageIntelligence™ at every stage, enabling them to make accurate, protocol-based recommendations while providing compassionate care that provides an exceptional experience for the patients and providers.

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



SOFTWARE FEATURES

- **Data Security:** Partnering with TriageLogic means you're working with a SOC 2-certified provider, ensuring the highest standard of data security and giving your practice peace of mind in protecting patient information.
- **Secure, HIPAA-compliant Texting and Chat –** Providers can securely access nurse messages and patient information on their smart-phone. Two-way chat expedites communication and all data remains secure - no app needed.
- **Reports and Analytics:** Ability to send reports to your office with information about patient callers and general trends.
- **Customizable:** Our software allows you to customize standing orders so that triage nurses follow instructions specific to your practice or individual physicians

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IMPROVING LIVES COAST TO COAST

We support over **9,000 physicians** and cover more than **25 million lives nationwide**. With a nationwide network, our technology improves access to timely medical guidance and interventions-enhancing patient care across the country.

HIGHLIGHTS OF OUR TRIAGE SERVICE

- Gold-Standard Protocols from Schmitt-Thompson
- Prompt call back times, 30 minutes or less
- Experienced, highly trained registered nurses
- Patients able to text nurses directly to request a call back
- All calls recorded and monitored
- Seamless integration with your existing EMR or patient workflow

ADDITIONAL FEATURES

- **For every 6 calls managed**, one unnecessary ER visit is avoided saving costs and directing patients to better care options.
- **Integration Module** – Enables secure, HIPAA-compliant, two-way communication between your EMR and our triage software.
- **Data-driven results** with optional services like patient satisfaction surveys, ROI tracking, and ER usage analysis.
- **TriageIntelligence™** – Guides nurses with symptom-focused questions in real-time, capturing key data and producing a clear, accurate history to support decision making.



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