



Capabilities Statement



ACCREDITED
Health Care Center

CORPORATE OVERVIEW

TriageLogic is a URAC-accredited, physician-led provider of high-quality nurse telehealth and remote patient monitoring (RPM) services. Founded by physicians, the company is overseen by Ravi Raheja, MD, who ensures consistent clinical excellence and leads product development to improve access to care.

Charu Raheja, PhD, leads the data analytics team, identifying trends and refining processes to enhance outcomes. Our commitment to rigorous research and internal metrics drives both improved patient care and stronger financial performance.

CORE COMPETENCIES

- **Nurse Triage on Call:** Nurse Triage on Call is a nationwide, URAC-accredited nurse telehealth call center trusted by doctors' offices, hospitals, and healthcare organizations. TriageIntelligence™ augments staff at every stage.
- **Transition-of-Care Management:** We handle every aspect of post-discharge education, medication reconciliation, symptom triage, and follow-up, billing insurers directly — so you add no extra budget or staff. The result: lower readmission rates and a smoother, more satisfying patient experience.
- **Remote Patient Monitoring:** Clinical and nonclinical staff track vitals from cellular-enabled devices to evaluate chronically ill patients remotely. It's a complete turnkey solution with no upfront investment, and we provide all required staff.
- **MedMessage Automate:** Patients use a secure chatbot to submit requests directly on their smartphones in only a few prompts, bypassing operators and eliminating hold times. Dynamic intake forms adjust questions based on provider responses so that all relevant symptoms are reported. Message accuracy is over 99%, with providers saving 3-7 minutes per patient interaction.
- **Nurse Triage Software:** Our flagship solution uses advanced medical scripting and Schmitt-Thompson triage protocols to help nurses fully document every patient call interaction, ensure clinical consistency, and improve health outcomes. With built-in TriageIntelligence™, we promote patient safety and power secure telecommunication services that connect nurses, patients, and providers.



TriageLogic®



Driven by Purpose



OUR CORE VALUES

At TriageLogic, our foundation is built on five core values: **compassion, accountability, teamwork, excellence, and continuous self-improvement.** These principles guide how we care for patients, collaborate as a team, and deliver innovative, high-quality solutions. From showing compassion in every interaction, to constantly seeking better ways to improve care and efficiency, our values reflect a deep commitment to both people and progress.

WHY TRIAGELOGIC?

- Real-time analytics with TriageIntelligence™
- Seamless integration with leading EMRs (HL7 & API support)
- Comprehensive solutions from nurse triage to remote patient monitoring
- Physician-led, founded by an MD and a PhD
- 15 years of industry experience
- URAC-accredited and HIPAA-compliant infrastructure

WHAT MAKES US DIFFERENT?

- Over 22,000 physicians served nationwide
- Over 42 million lives covered
- Industry leader in nurse telehealth training with our free online nurse learning center

CODES & CERTIFICATIONS

CAGE Code: 7QCQ3 DUNS: 078670749

Hispanic American, Other Minority Owned, Women-Owned Small Business, Woman Owned

