

# Evaluating a Nurse Triage Program



Yes

No

1. Organization has a written and documented nurse triage training program

2. Triage software uses national, standardized Schmitt-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

9. Organization has a cybersecurity policy, follows best practices, and has been certified for proper security protection of resources against unauthorized access (Soc2 certification)