

# myTriageChecklist - Call Center Version

Add triage protocols to your existing call center patient management system

## Looking to turn your current system into a clinical call center?

The myTriageChecklist - Call Center version allows you to easily add triage protocols without buying a whole new system. With this module, you can provide your patients with quality care advice while improving call time averages. This module will convert an EMR into a clinical triage call center platform for 24/7 usage. The software includes additional triage protocols to cover patients whether the office is open or closed.

### Security and Expertise:

- Web-based – no installation required
- Training sessions with a triage expert
- 24/7 IT support
- Secure data centers
- Mirror-image duplicate servers
- Built-in disaster recovery
- No PHI collected or stored
- Medication dosage charts
- Email/text Schmitt-Thompson handouts
- Email/text care advice

### Administrative Options:

- Reports and Analytics on key metrics
- Custom Handouts
- Custom Workflows and Dispositions
- Integration with Salesforce or Other EMR
- Project Manager Support
- Text Message notifications and surveys to patients
- Nurse Triage training with simulated calls available

## How it works

1

Patient calls, the nurse enters symptom “keywords” to quickly access the correct protocol.

2

Nurse uses protocol checklist to ask all the right questions and direct patient to appropriate level of care.

3

As the nurse handles the call, the telephone triage system documents all the details. **It's that easy.**

**The Protocols:** Includes over 700 adult and pediatric gold-standard Schmitt-Thompson protocols, updated annually.



Founded in 2005, TriageLogic is URAC accredited physician-led provider of high-quality telephone nurse triage services, triage education, and software for telephone medicine. TriageLogic serves over 22,000 physicians and covers over 40 million lives nationwide.

We want to hear from you!

Call us for a demo: (800) 723 - 4290

Email us at: [info@TriageLogic.com](mailto:info@TriageLogic.com) or visit: [TriageLogic.com](http://TriageLogic.com)

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