

How to Evaluate a Nurse Triage Service

A clinical, operational, patient experience, and security comparison scorecard

Not all nurse triage services provide the same level of clinical oversight, patient access, quality assurance, responsiveness, or data protection. Ask each provider to verify every standard and provide supporting evidence.

CLINICAL QUALITY AND GOVERNANCE

STANDARD TO VERIFY	TRIAGELOGIC	OTHER
1. The service uses registered nurses who are appropriately licensed to support patients in the states served.	☒	☐
2. Nurses complete documented training and competency validation before handling patient calls, with ongoing education thereafter.	☒	☐
3. Nurses use current, nationally recognized Schmitt-Thompson protocols to guide symptom assessment and dispositions.	☒	☐
4. Nurses use protocols as clinical decision support, retain professional judgment, and follow defined escalation and provider-notification procedures.	☒	☐
5. The program operates under qualified clinical and physician oversight, with clear accountability for quality and patient safety.	☒	☐

ACCESS, CALL HANDLING, AND PRACTICE WORKFLOW

STANDARD TO VERIFY	TRIAGELOGIC	OTHER
6. The service provides 24/7 nurse triage coverage and can support after-hours, daytime, overflow, and high-volume periods.	☒	☐
7. For patients who call, the service coordinates with the practice and answering service so information is captured accurately and routed appropriately.	☒	☐
8. Calls are prioritized according to symptom severity, with defined response-time standards based on clinical urgency.	☒	☐
9. The practice can establish customized instructions for escalation, scheduling, referrals, urgent care, emergency departments, and follow-up.	☒	☐

Nurse Triage Service Evaluation

TriageLogic

Vendor comparison scorecard - continued

PATIENT ACCESS AND EXPERIENCE

STANDARD TO VERIFY	TRIAGELOGIC	OTHER
10. Patients can choose a secure text-based pathway to send their concerns directly to the triage nurse team instead of first speaking with an answering service.		☐
11. Clinically guided automated message intake flags potentially urgent symptoms and routes them for prompt nurse attention, while nurses remain responsible for clinical assessment and disposition.		☐

QUALITY, ANALYTICS, SECURITY, AND VALIDATION

STANDARD TO VERIFY	TRIAGELOGIC	OTHER
12. Calls are documented, recorded, and regularly reviewed through a formal clinical quality-assurance program.		☐
13. The service reports meaningful measures such as response times, call dispositions, nurse performance, and quality results.		☐
KEY DIFFERENTIATOR: DATA ANALYTICS AND REPORTING PORTAL 14. Clients receive direct access to a data analytics and reporting portal that provides visibility into their own call data and key call-center metrics, including call activity, response times, and dispositions.		☐
15. The organization maintains HIPAA-appropriate secure communication among patients, nurses, and providers, with access controls, incident-response procedures, and business-continuity plans.		☐
16. The nurse triage service maintains independent accreditation relevant to clinical contact-center operations, such as URAC Health Contact Center Accreditation.		☐
17. The technology supporting the service has achieved SOC 2 Type II attestation covering applicable security, availability, and confidentiality controls.		☐

Look beyond price alone.

A nurse triage service becomes an extension of your practice. Compare the clinical governance, patient access, operational reliability, quality controls, and security behind every interaction.

SCHEDULE A 15-MINUTE CALL

(800) 723-4290 | www.triagelogic.com

This checklist is provided for vendor-evaluation purposes and does not constitute legal, regulatory, or clinical advice. Organizations should perform due diligence appropriate to their own requirements.

Clinically Led. Operationally Proven.

Licensed Schmitt-Thompson protocols | Nurse-led training and QA | Medical director oversight

Watch the TriageLogic overview: <https://triagelogic.com/>