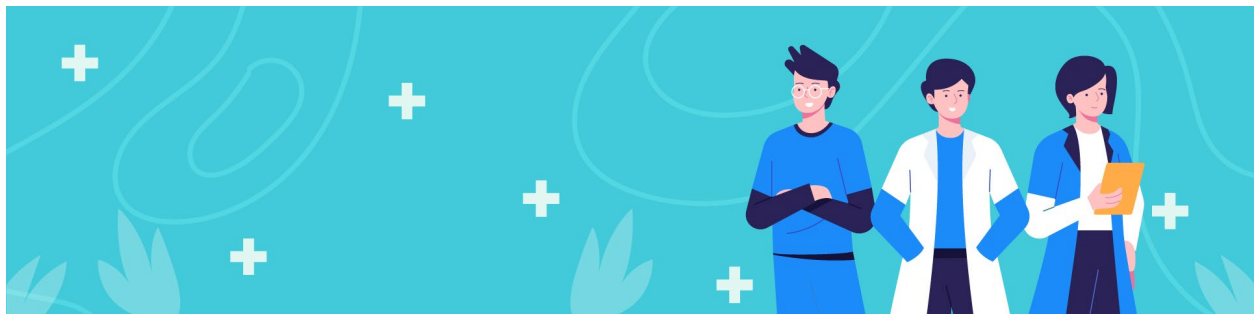




NURSE TRIAGE WHITEPAPER

INTRO

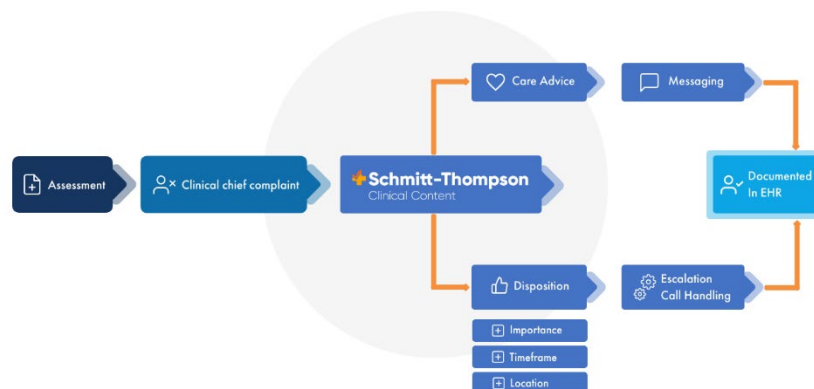
Telephone triage nurses are incredibly important in healthcare. Healthcare workflows are unique in that patient safety must be considered at every step. Nurse triage is an integral component to this process. It supports consistent, safe, and high-quality care, while letting practitioners perform at their level of training.

Health Desk takes nurse clinical decision support to the next level, incorporating rich patient communication, best-in-class education content, and automated workflows based on the disposition and care advice, including appropriate scheduling.

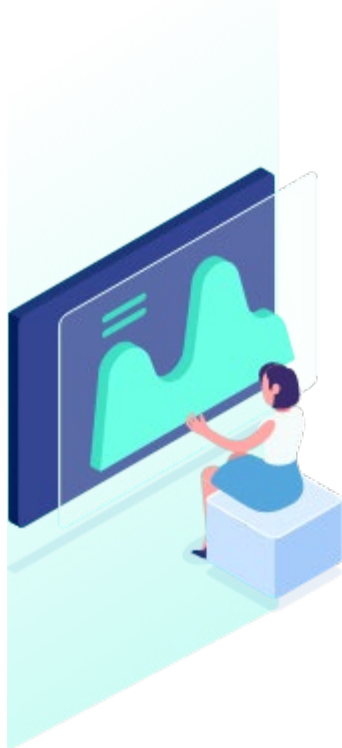
Problems:



How it works:



Health Desk's decision support is based on an extensive expert system that does far more than walk the nurse through clinical guidelines:



1

EHR and PM integrations pull in the patient medical history, office visit notes, patient alerts, and more.

2

Knowledge Base displays the patient and provider context, including geolocation, primary provider, and more

3

A. Schmitt Thompson guidelines reflect the gold-standard in evidence

B. Custom content is easily added (protocols, practice-specific call handling instructions, etc.)

Software guides nurses through your next steps, such as:

A. Recommendations

B. Escalation, including 2nd level triage (including provider-specific paging instructions)

C. Duty to terrify

D. Care advice

E. Scheduling

F. Encounter summaries

G. Secure follow-ups to patients or caregivers

4

Custom workflows are easily added

5

Health Information libraries linked for quick education and follow-up

6

Everything is documented, reportable, with summaries saved to the patient's EHR chart

Benefits



1

Streamlined process - AHT reduces by 20-30%

2

Reduced human errors - physician complaints drop

3

Better patient experience - consistency and speed

4

Reduced nurse training - training time reduces by 50-70%

5

Streamlined communications - consistent and automated fax and email

6

Peace of mind that a nurse is not skipping steps

7

Streamlined communications - consistent and automated fax and email

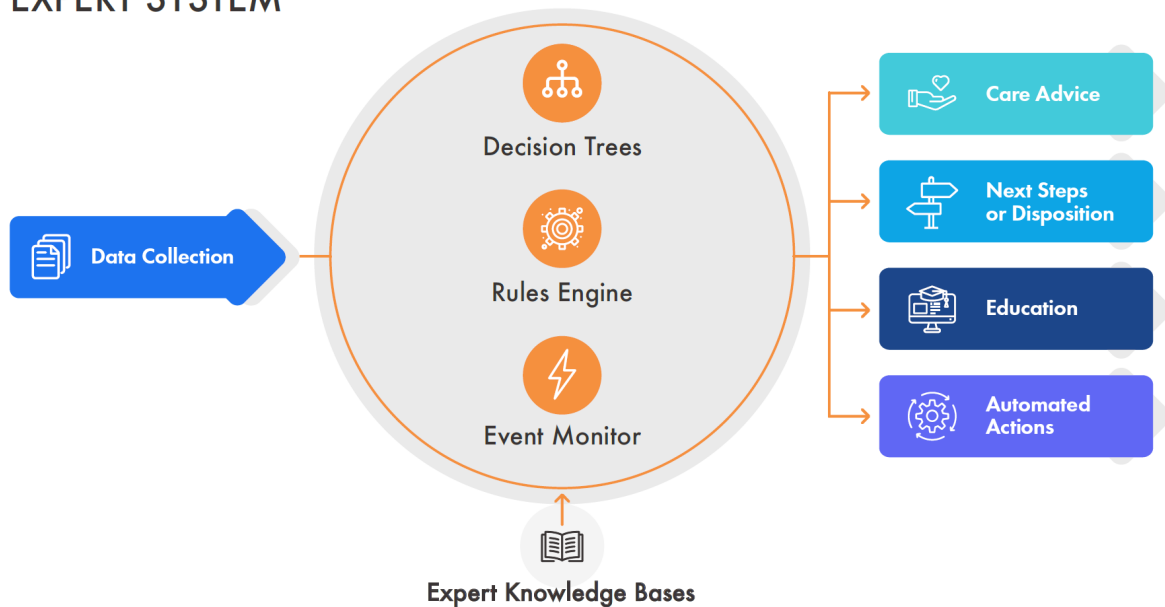
8

Streamlined communications - consistent and automated fax and email

Expert System

Nurse Triage is just one implementation of Keona Health's expert system.

EXPERT SYSTEM



[Read more about Health Desk's decision support here.](#)

SCHMITT-THOMPSON CLINICAL CONTENT

Clients who don't build their own content usually use the gold-standard Schmitt-Thompson Clinical Content (STCC). These nurse triage protocols are used in more than 25 million calls each year and by more than 90% of medical triage call centers in North America. These nursing telephone protocols come in four sets:

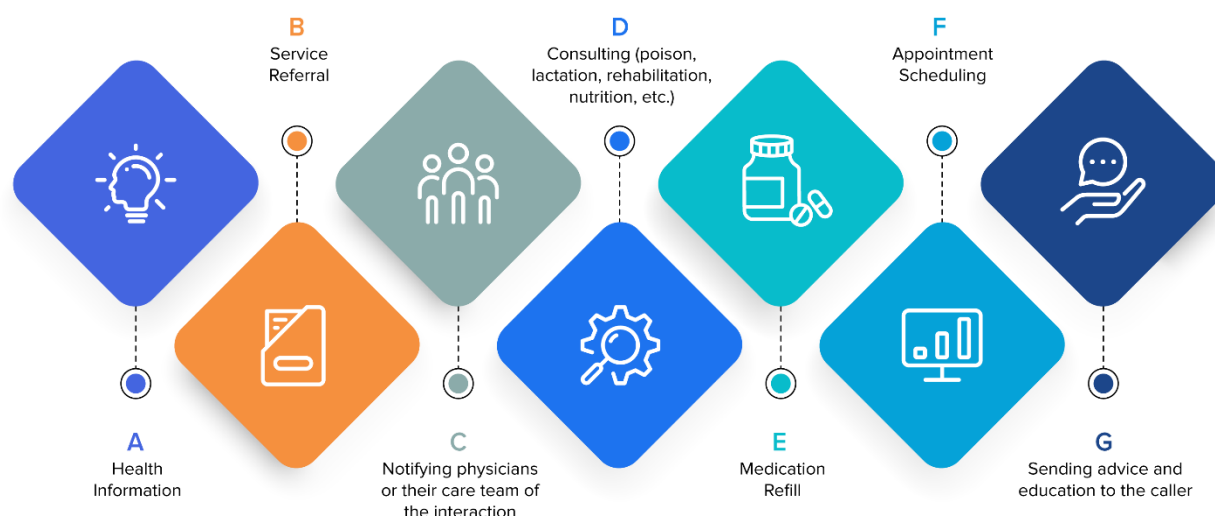
	“After Hours” – no provider support	“Office Hours” – provider support
Adult Set	Adult Telephone Triage Protocols After Hours Topics: 363 Dynamic Guideline Assessments Targeted Care Advice for all acuities	Adult Telephone Triage Protocols Office Hours Topics: 200 Home Care Advice
Pediatric Set	Pediatric Telephone Triage Protocols After Hours Topics: 245 Dynamic Guideline Assessments Targeted Care Advice for all acuities	Pediatric Telephone Triage Protocols Office Hours Topics: 245 Home Care Advice

[Read more about the STCC Content here.](#)

CUSTOM WORKFLOWS

Nurse Triage is just one of the functions supported within the Health Desk Nursing Workspace.

Some of the most common:



It is difficult for a nurse to keep a full grasp of all of the above, and training and managing all of these is daunting. This is why Health Desk adds the same level of support and automation to any nurse workflow as to nurse triage. Read more about the Agent and Nurse Workspaces here.

AUTOMATING NEXT STEPS



Escalation

Whenever the decision support determines escalation may be needed, it guides the nurse through the appropriate escalation steps, whether that is creating a provider task, paging the patient's current on-call physician, or contacting e911. Health Desk will prompt and guide the nurse through these steps, documenting the nurse's decisions each step of the way.



Notification

Notifying the physician and their care team is just a click, whether this is through EHR messaging, a fax, or a secure message.



Escalation

Health Desk's scheduling automation is so robust there is rarely an appointment that a nurse can't easily schedule without forwarding the call.

HEALTH EDUCATION

Part of a nurse's responsibility is to educate the patient about their health issue. Health Desk will incorporate your Health Education source of choice.

Once your health library of choice is incorporated, nurses are not restricted to an all-or-nothing approach to health education. They are able to give the portions of the health education materials that are pertinent to the patient's situation. Documenting this is as simple as highlighting the education content. The system automatically documents only this selection as given to the patient and not the rest of the materials.

PATIENT COMMUNICATION

The software has the ability to facilitate self-care and health education through the integration of Health Education libraries. It can also automatically send the care advice and health education that were given to a patient verbally as a secure message:


MESSAGE FROM YOUR PROVIDER

Craig,
Thank you for using Health Desk! If you have any more questions, feel free to contact us at (919) 246-8520.

Thank you,
Great Keona Client


ATTACHMENTS AND EDUCATION MATERIAL



Here is self-care information that may be relevant to the problem:

Urine - Blood In

SEE PCP WITHIN 24 HOURS:

- IF OFFICE WILL BE OPEN: You need to be seen within the next 24 hours. Call your doctor (or NP/PA) when the office opens and make an appointment.
- IF OFFICE WILL BE CLOSED AND NO PCP (PRIMARY CARE PROVIDER) SECOND-LEVEL TRIAGE: You need to be seen within the next 24 hours. A clinic or an urgent care center is often a good source of care if your doctor's office is closed or you can't get an appointment.
- IF OFFICE WILL BE CLOSED AND PCP SECOND-LEVEL TRIAGE REQUIRED: You may need to be seen within the next 24 hours. Your doctor (or NP/PA) will want to talk with you to decide what's best. I'll page the on-call provider now. NOTE: Since this isn't serious, hold the page between 10 pm and 7 am. Page the on-call provider in the morning.
- IF PATIENT HAS NO PCP: Refer patient to a clinic or urgent care center. Also try to help caller find a PCP for future care.

BRING MEDICINES:

- Please bring a list of your current medicines when you go to see the doctor.
- It is also a good idea to bring the pill bottles too. This will help the doctor to make certain you are taking the right medicines and the right dose.

PAIN MEDICINES:

- For pain relief, take acetaminophen, ibuprofen, or naproxen.
- Use the lowest amount that makes your pain feel better. ACETAMINOPHEN (E.G., TYLENOL):

[For more information on Health Desk automated messaging, see Messaging Manager](#)