

SECTION ON TELEPHONE CARE

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ADVANCES IN TELEPHONE CARE TECHNOLOGY

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New Products Have Potential to Impact our Practice of Medicine

Two new products have recently come to my attention that have the potential to lead to significant change in the practice of telephone triage. The first is an affordable computerized office nurse telephone triage program and the second is an application for iPhone/iPod touch offering self-triage and care advice. As mentioned in my Chair article, I suspect that over the next several years there will be ever increasing emphasis on “appropriate” face-to-face care and encouragement for appropriate telehealth and/or self-care. These two new products are certain to have a role in this change.

TriageLogic Office Solution is a new product from Triage Logic. This web-based software allows an office nurse to use updated computerized Barton Schmitt, MD telephone guidelines from a PC located in the doctor’s office, or even from their own home. The program was designed by the CEO of Triage Logic, Ravi Raheja, MD, FAAP and SOTC member

who is a practicing general pediatrician and intimately understands the needs of his colleagues. *TriageLogic Office Solution* uses a computerized documentation system that not only documents the nurse’s assessments, but also the guideline used and specific advice given. Training on the system takes 1-2 hours, at most, and the computerized process is far more efficient than manual documentation. Dr. Raheja has designed several options for archiving the calls either in a paper chart or in an electronic health record.

The fee for *TriageLogic Office Solution* is extremely affordable (\$75.00 per month) and based on the number of seat licenses used each month (not per year, allowing for an increase in seats during busy months without paying for unused seats during slower times). The fee includes training on the software, telephone triage process and guideline usage, and they will continue to provide training to new telephone triage staff.

For more information and to schedule an online demonstration go to www.officetriage.com.