

SECTION ON TELEPHONE CARE

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ADVANCES IN TELEPHONE CARE TECHNOLOGY

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Advances in Nurse Triage Software One Screen Triage Process

Every few years technological advances make a significant impact on the way we practice medicine. This year, an innovative telephone triage software company has used new software technologies to update the nurse telephone triage process.

Using “hover” technology the new company *Triage Logic* has created software that allows the nurse to perform the entire triage process on one computer screen. No longer do nurses have to click through multiple screens to complete their telephone calls. Intake information, demographics, assessment, triage and instruction are all done on the same screen! Documentation is complete and limited to one page.

A practicing pediatrician involved with nurse telephone triage developed this advanced technology. Basically, the process is similar to other software. However, when a nurse wants to view detail related to a guideline, assessment or advice, the mouse indicator simply “hovers” over the indicated area and the information pops up on the screen. If the nurse chooses to “click” and utilize any of the hover information, it is printed on the triage document. All guideline assessment and triage questions, and advice are viewed with this hover technology, but only the chosen information is transferred to the triage record.

All medical content is written by Barton Schmitt, MD, the same author who wrote the telephone triage guidelines sold by the American Academy of Pediatrics.

Nurse satisfaction and productivity are likely to increase with this advanced technology. The screens are efficient, colorful, and contain many risk management tools not found in comparable products. The company offers to customize the screens to meet a call center or practice’s individual needs.

To learn more about this new technology contact Ravi Raheja, MD at 866-568-4239. Email: ravi.raheja@triagelogic.com or info@triagelogic.com

Dr. Hertz has no financial relationship with the products or vendors discussed. This review does not constitute or imply an endorsement of this product or company by the Section on Telephone Care or the American Academy of Pediatrics.