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**Austin Regional Clinic Touts Benefits of TriageLogic's Staffing Solution:**  
*Multi-specialty healthcare group witnesses smoother handling of after-hours calls, increase in overall patient satisfaction*

Winston Salem, NC / PR Web / December 8, 2010 – Nearly one year after implementing the *Nurse Triage On Call Program™* by TriageLogic, Austin Regional Clinic (ARC) of Texas reports significant enhancements to the way it handles after-hours patient calls and patient flow.

With 18 offices and 280 physicians affiliated with the large, multi-specialty group, one of the primary challenges is coordinating patient calls coming in after normal business hours, says Leah J. Treadwell, MD, ARC's director of the After Hours Clinic for Family Medicine. ARC offers 18 specialties including primary care, family practice, pediatrics and general internal medicine.

Charged with finding a better way to manage patient calls and patient flow, Dr. Treadwell discovered TriageLogic, a leading provider of quality and affordable triage solutions in healthcare. TriageLogic's *Nurse Triage On Call* solution provides licensed registered nurses to help answer and triage calls from patients through an integrated health information technology solution.

"Clearly the after-hours nurse support line has improved how we support patients when our main provider offices are closed, and it has enhanced our practice's quality controls," acclaims Dr. Treadwell. Finding the program easy to implement from both a systems and staffing perspective, she notes that patient satisfaction has increased and that the ARC staff is pleased with the new method of coordinating patient inquiries.

"The TriageLogic *Nurse Triage On Call* program keeps our patients out of the emergency room and in our offices the next day," Treadwell adds.

According to TriageLogic CEO Ravi K. Raheja, MD, the ARC is a prime example of how the company's after-hours staffing services can boost overall productivity and efficiencies for larger-sized practices.

"We are excited that nearly one year into our partnership with ARC that the benefits of our *On Call* solution are tangible and real," Dr. Raheja says. "ARC is a large multi-specialty group practice and we are pleased our TriageLogic has helped streamline the handling and follow-up of patient calls after the

ARC offices are closed, as well as improved the consistency and efficiency of how the inquiries are handled and resolved.”

TriageLogic’s *Nurse Triage On Call* services is powered by the company’s *Call Center Solution*<sup>™</sup>, which encompasses protocols established by the leading authorities in pediatric and adult triage care – Barton Schmitt, MD and David Thompson, MD. These protocols are presented in the most efficient and easy-to-use format available, which dramatically decreases call-processing time for nurses.

“We were struck with how knowledgeable and engaged TriageLogic’s senior management and call center staff were,” Dr. Treadwell notes. “They offered us a customized, hands-on approach to make sure their team was effectively covering our patient calls. We are very happy with the solution.”

For more information about TriageLogic’s *Nurse Triage On Call Program* or any of its other healthcare solutions, contact Amy Smith at (336) 529-2493 or [amy.Smith@triagelogic.com](mailto:amy.Smith@triagelogic.com).

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**About TriageLogic** ([www.officetriage.com](http://www.officetriage.com)). Founded in 2005, TriageLogic is a leading provider of quality, affordable triage software, and after-hours nurse triage services. From the smallest of provider practices to the largest of triage call centers, TriageLogic offers a full line of triage protocol systems and services to meet client needs. TriageLogic is a healthcare company that provides more than just healthcare software. TriageLogic integrates a unique blend of innovative communication solutions with medical expertise based on practical experience and a thorough understanding of the field. Currently, TriageLogic has two units – a software unit that develops nurse triage systems both for after-hours and day-time use; and a services unit that offers 24/7 nurse support through multiple call centers. With a national footprint, all of TriageLogic solutions and services can be customized or private-labeled for each client. Whether yours is a busy private practice in need of a phone triage system, or a hospital seeking complete after-hours call center solution, TriageLogic has a product to meet your needs.