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**TriageLogic's *Call Center Solution*™ Fully Implemented at Rainbow Babies & Children's Hospital**  
*After-hours triage application supports 140,000 triage calls a year*

**Winston-Salem, NC / PR Web / February 2, 2011** – TriageLogic™, a leading provider of quality and affordable triage solutions in healthcare, announces full implementation of its *Call Center Solution*™ at University Hospitals Rainbow Babies & Children's Hospital located in Cleveland, OH. Rainbow is consistently ranked one of America's Best Children's Hospitals by *U.S. News & World Report*.

The installation of the *Call Center Solution* software system at the Rainbow Call Center, one of the country's largest nurse triage programs, is a prime example of TriageLogic's ability to customize, implement and upgrade its specialized application to best fit the needs of the client.

According to Dr. Andrew Hertz, Rainbow Call Center's medical director, Rainbow staff has worked to seamlessly meld TriageLogic's *Call Center Solution* into its portfolio of call center services, which include medical messaging and nurse telephone triage. Rainbow uses the call center application to address the needs of patients while fielding more than 250,000 total calls a year and supporting over 1,000 physicians in seven states.

Dr. Hertz remarks, "Rainbow selected TriageLogic's *Call Center Solution* for many reasons, including the fact that TriageLogic's CEO, Ravi K. Raheja, MD, is a former pediatrician and has insight into the unique needs of pediatric on-call applications. We also were impressed with the potential and vitality of TriageLogic with an eye for innovation and client satisfaction."

TriageLogic's *Call Center Solution* uses "gold standard" protocols and guidelines established by Dr. Barton D. Schmitt and Dr. David Thompson, the leading authorities in adult and pediatric triage care. TriageLogic has integrated these protocols into the application, which combines a decision-tree support tool with user-friendly format to decrease call processing time for nurses while providing more useful information for the caller.

"From day one, the TriageLogic staff was very open to the unique needs of the Rainbow Call Center and willing to tweak its application to further enhance execution," Hertz says. "Our clients love that they can actually access the software remotely to make changes to their physician on-call schedule and to view patient notes and physician pages." The Rainbow triage staff works on location at the Call Center as well as remotely to handle medical calls.

According to Dr. Raheja, TriageLogic CEO, “We worked closely with Dr. Hertz and the Rainbow staff in an effort to provide the most robust application possible. We will continue to adjust the software as the needs of the Rainbow Call Center evolve.”

“With both the remote flexibility and streamlined software triage process,” Hertz notes, “the *Call Center Solution* allows for rapid teaching of nurses both in the call centers and off-site. Nurses quickly learn how to manage the software and are able to focus on learning the clinical content of guidelines rather than how to click through screens.”

“TriageLogic works with all of its clients to significantly reduce call center overhead, optimize clinical outcomes, and provide a customized approach to meet each facility’s unique needs,” says Charu G. Raheja, PhD, TriageLogic’s founder and chair. She adds, “Rainbow is another example of a successful deployment of our triage software.”

TriageLogic’s *Call Center Solution* offers hospitals and other providers a highly secure and comprehensive web-based tool that allows staff to handle patient calls more consistently, accurately and efficiently. Specific benefits include:

- Decreased training time for nursing staff
- Remote monitoring of call volume and workflow
- Thorough and accurate documentation
- Fully integrated administrative and reporting tools
- Fully streamlined and integrated data entry
- Reliable, customizable web-based system
- Optional secure, hosted, HIPAA-compliant solution

For more information about TriageLogic or *Call Center Solution*, contact Amy Smith at (336) 529-2493 or [Amy.Smith@triagelogic.com](mailto:Amy.Smith@triagelogic.com).

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**About TriageLogic™** ([www.triagelogic.com](http://www.triagelogic.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 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 a complete after-hours call center solution, TriageLogic has a product to meet your needs.