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## **TriageLogic Launches Web-Based *Office Triage Solution™* for Provider Offices**

*Innovative, Affordable and User-Friendly Application Integrates  
Best-in-Class Triage Protocols to Save Time and Improve Patient Support*

**Winston-Salem, NC / PRWeb / September 16, 2010** -- TriageLogic™, a leading provider of quality and affordable triage solutions in healthcare, has launched *Office Triage Solution™* for provider practices and medical groups. This new application, which is easily accessed via the Web, is designed for use by physicians and their office staff to help manage daytime calls by their patients.

After considerable research, TriageLogic realized that physician offices can be flooded with calls during office hours. According to Ravi K. Raheja, MD, CEO, TriageLogic, "The Daytime Office Solution is a simple-to-use, web-based application that ensures nursing and office staff handle patient calls quickly, consistently and accurately."

TriageLogic's Daytime Office Solution uses "gold standard" protocols established by Dr. Barton Schmitt and Dr. David Thompson, the leading authorities in pediatric and adult triage care. The new TriageLogic application integrates these protocols into a secure website portal, which combines a decision-tree support tool with user-friendly format to decrease call processing time for nurses while providing more useful information back to the caller.

Schmitt-Thompson Clinical Content credits TriageLogic for an excellent job creating an electronic version of its popular Telephone Protocols books for Office Hours, used by more than 10,000 physician practices. "The condensed structure expedites handling day-to-day calls from parents and patients," says Dr. Barton Schmitt.

According to Dr. Adam Naddelman, Princeton Nassau Pediatrics, "After implementing the Office Triage Solution, we noticed improved nurse productivity and job satisfaction, along with increased standardization of how calls are being processed in our office. We also are impressed with how easy the Web-based application is to access, learn and use. At less than \$3 per day, the application paid for itself

immediately by saving our nurses critical time on every triage call. The Office Triage Solution is simply a 'win-win' for everyone."

"A key to designing this daytime triage application was to make sure customers could access the application via a secure web portal and begin using it within 30 minutes or less," says Charu G. Raheja, PhD, Founder and Chair, TriageLogic. "After being installed and tested by over 100 individuals, we are pleased with the positive feedback we have received thus far."

Among other attributes, the Office Triage Solution allows users to access the application immediately via the Internet. Other qualities include the ability to:

- Quickly and thoroughly document every call;
- Improve nursing staff training and patient care;
- Provide consistent telephone assessment and care advice, regardless of which staff member answers or at what time of day;
- Quickly print notes or transfer information to your existing electronic medical record system; and
- Keep overhead costs for phone triage low.

The staff at Dr. Naddelman's pediatrics office now regularly relies on the Office Triage Solution template guides, which empower nurses to collect information by asking the right questions at the right time. "We now systematically provide patient advice and direct the patient to the appropriate level of care in a more consistent manner," he notes.

The Office Triage Solution allows the medical staff to document patient calls in their respective EMR systems, which save time and increase the patient's satisfaction. It also serves as a helpful risk management tool by providing key documentation about the initial calls.

For more information about TriageLogic or the new Daytime Office 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.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.