

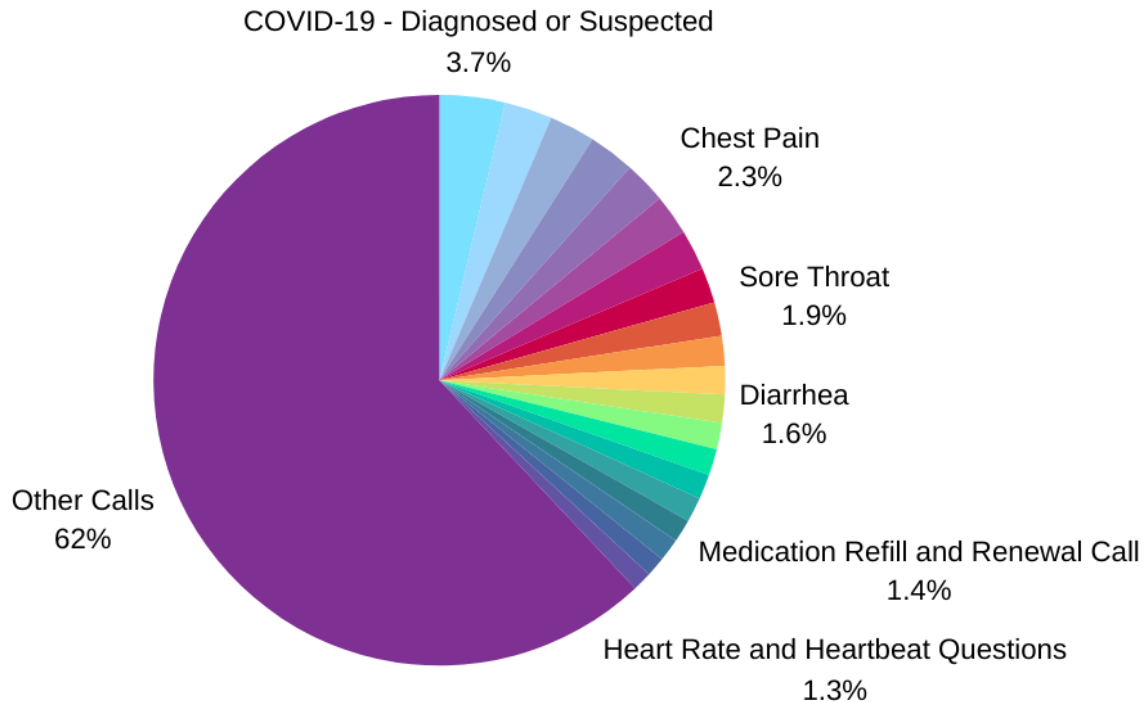


## 2023 Top 20 Protocols - After Hours Adult

These are the top 20 After Hours Adult protocols used in ClearTriage in 2023. The percentage listed after each protocol reflects the percentage of the total number of After Hours Adult calls that included that particular protocol.

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|---|---|
| 1. COVID-19 - Diagnosed or Suspected - 3.7% | 11. Sinus Pain or Congestion - 1.6%           |
| 2. Cough - Acute Productive - 2.7%          | 12. Diarrhea - 1.6%                           |
| 3. Back Pain - 2.6%                         | 13. Dizziness - Lightheadedness - 1.5%        |
| 4. Blood Pressure - High - 2.6%             | 14. Headache - 1.5%                           |
| 5. Urinary Symptoms - 2.4%                  | 15. Medication Refill and Renewal Call - 1.4% |
| 6. Chest Pain - 2.3%                        | 16. Cough - Acute Non-Productive - 1.4%       |
| 7. Medication Question Call - 2.3%          | 17. Abdominal Pain - Male - 1.3%              |
| 8. Breathing Difficulty - 2%                | 18. Heart Rate and Heartbeat Questions - 1.3% |
| 9. Sore Throat - 1.9%                       | 19. Leg Pain - 1.1%                           |
| 10. Abdominal Pain - Female - 1.7%          | 20. Neurologic Deficit - 1.1%                 |
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## Top 20 Protocols vs All Other Calls



*Percentage of total After Hours Adult calls using at least one of the top 20 protocols: 38%*