

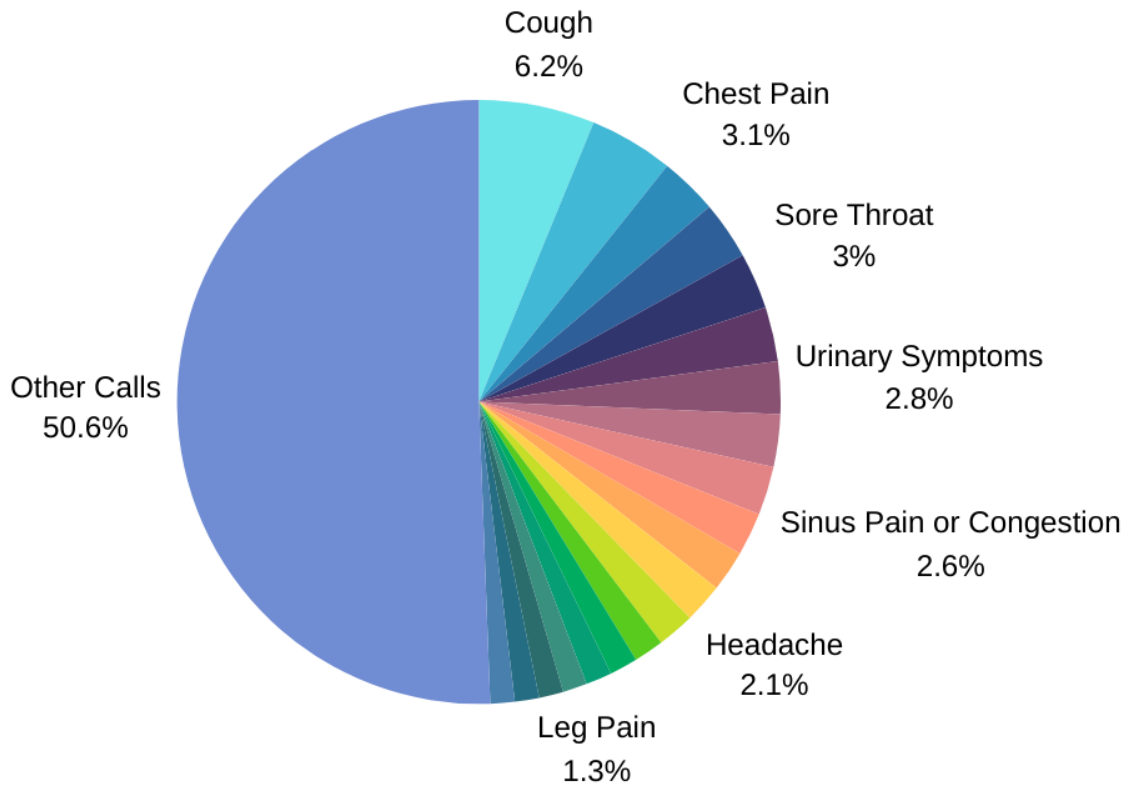


## 2023 Top 20 Protocols - Office Hours Adult

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

- |   |  |
|---|--|
| 1. Cough - 6.2%                             | 11. Breathing Difficulty - 2.2%        |
| 2. COVID-19 - Diagnosed or Suspected - 4.5% | 12. Headache - 2.1%                    |
| 3. Chest Pain - 3.1%                        | 13. Diarrhea - 2%                      |
| 4. Dizziness - 3.1%                         | 14. Urination Pain - Female - 1.6%     |
| 5. Sore Throat - 3%                         | 15. Rash or Redness - Localized - 1.5% |
| 6. Back Pain - 2.9%                         | 16. Leg Swelling and Edema - 1.4%      |
| 7. Urinary Symptoms - 2.8%                  | 17. Leg Pain - 1.3%                    |
| 8. Abdominal Pain - Female - 2.8%           | 18. Earache - 1.3%                     |
| 9. Sinus Pain or Congestion - 2.6%          | 19. Abdominal Pain - Male 1.3%         |
| 10. Blood Pressure - High - 2.3%            | 20. Common Cold 1.3%                   |

## Top 20 Protocols vs All Other Calls



Percentage of total Office Hours Adult calls using at least one of the top 20 protocols: 49.4%