

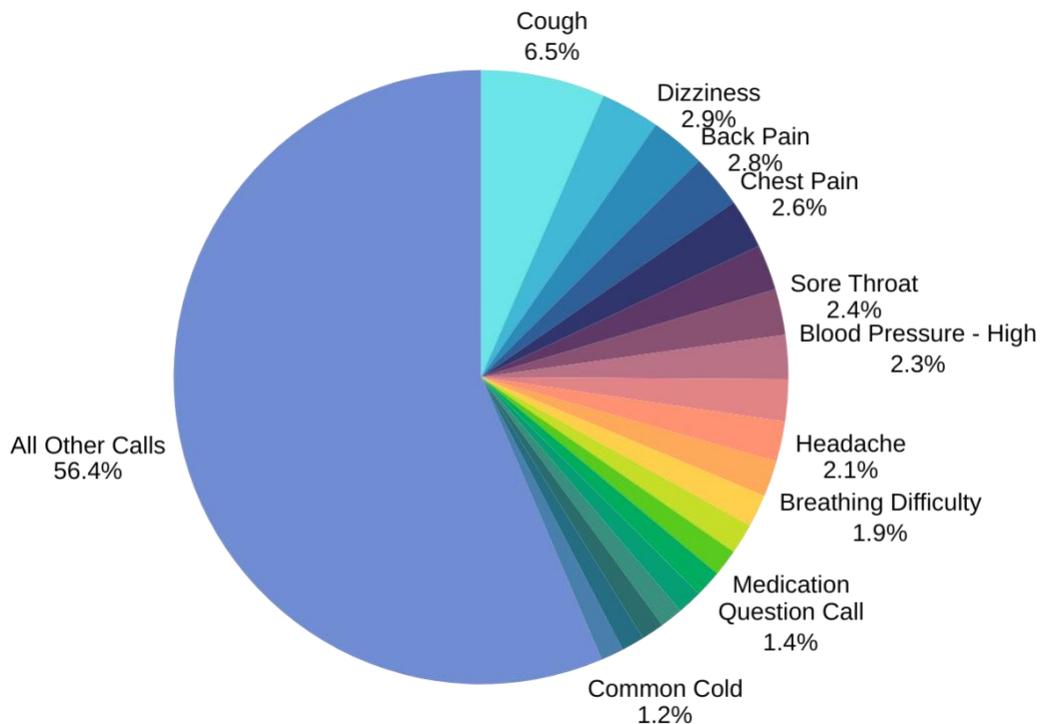


2025 Top 20 Protocols - Office Hours Adult

These are the top 20 Office Hours Adult protocols used in ClearTriage in 2025. The percentage listed after each protocol reflects the percentage of the total number of Office Hours Adult calls that included that protocol.

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|------------------------------------|--|
| 1. Cough – 6.5% | 11. Breathing Difficulty – 1.9% |
| 2. Back Pain – 3.1% | 12. Diarrhea – 1.7% |
| 3. Dizziness – 2.9% | 13. Rash or Redness – Localized – 1.6% |
| 4. Back Pain – 2.8% | 14. Medication Question Call – 1.4% |
| 5. Chest Pain – 2.6% | 15. Leg Swelling and Edema – 1.4% |
| 6. Abdominal Pain – Female – 2.4% | 16. Earache – 1.3% |
| 7. Sore Throat – 2.4% | 17. Leg Pain – 1.2% |
| 8. Blood Pressure – High – 2.3% | 18. Urination Pain – Female – 1.2% |
| 9. Sinus Pain or Congestion – 2.2% | 19. Common Cold – 1.2% |
| 10. Headache – 2.1% | 20. Weakness and Fatigue – 1.2% |

Top 20 Protocols vs All Other Calls



Percentage of total Office Hours Adult calls using at least one of the top 20 protocols: 43.6%