

Outsourced Telephone Triage Services Using ClearTriage

Thank you for looking into ClearTriage for your telephone triage needs. While we provide the Schmitt-Thompson telephone triage protocols in easy-to-use software for your own nurses, we don't offer a service with triage nurses that we employ to take your triage calls.

Here is a list of organizations that we are aware of using ClearTriage to provide this type of service for practices and clinics in the United States. This alphabetical list is provided as a convenience for you – please make sure to do your research and to ask for references. We hope this helps get you started! *(If you know of an organization that's missing from this list, please let us know.)*

1st Call Triage

www.1stcalltriage.com

Cayce Branyon/Emily Smith
864-626-6065

info@1stcalltriage.com

Ages: All

Geography: US

1st Call Triage is your remote medical call center staffing solution for daytime services. Our one-call resolution approach improves patient care and satisfaction. We offer nurse triage services, medication refill lines, appointment scheduling, prior authorization and billing/coding assistance for busy medical practices across the U.S. You will receive a dedicated team of medical professionals to meet your specific needs, eliminating costly turnover and HR expenses while improving quality and productivity in your office.

Access Point Healthcare

www.accesspoint.health

John Apholt, 855-522-8621

info@accesspoint.health

Ages: All

Geography: US

Reduce costs and claims, enhance patient outcomes and increase employee satisfaction through the integration of nurse triage support. Since 2018, Access Point has developed and fostered relationships with physician practices, health systems, health plans, FQHC's and ACO's across the nation to provide the most effective nurse triage support. Through this, our registered nurses (RNs) provide a thorough telephone assessment to help guide your patients to the appropriate level of care. This detailed support helps to avoid unnecessary, and often costly, patient admissions to care settings already experiencing heightened capacity constraints.

Anytime Pediatrics

www.anytimepediatrics.com

Angie Connors

Angie.connors@anytimepediatrics.com

615-722-7201

Ages: Pediatrics

Geography: All compact states plus CA,
OH, NY

With Anytime Pediatrics' Virtual Nurse Triage Care Program, your patients' families are speaking with a registered nurse who is trained to provide excellent care. After-hour calls are answered by nurses with a minimum of five years of ER or telephone triage experience. Our experienced nurses use phone and video, and the calls can be routed to the on-call pediatrician or scheduled for an in-person visit the next day. For your clinicians, our service reduces the overwhelming after-hours calls and delivers the peace of mind that your patients are getting the exceptional care they need – anytime.

Innovative Triage Services

www.innovativetriagesvc.com

Cheryl Hunt, RN, 315-430-3678 or
Georgann Purtell, RN, 315-559-6565

cheryl@innovativetriagesvc.com

Ages: All

Geography: New York

We are a nurse-owned company committed to enhancing the quality of life for healthcare providers and their families in New York. Our highly skilled RNs provide caring, professional after-hours education and advice, significantly reducing the number of calls to our client providers. Providers utilizing our exemplary services enjoy a higher quality of life away from the office, confident in the knowledge that their patients are receiving the highest quality of nursing triage care.

IntellaTriage

www.intellatriage.com

Daniel Reese, CEO

sales@intellatriage.com

877-940-2516

Ages: All

Geography: US

IntellaTriage is the nation's top provider of after-hours nurse triage services. We offer our services to hospice and home health providers, hospitals, physician groups, health plans, and specialty practices, 24 hours a day, 7 days a week. We believe that your patients should speak to a licensed, registered nurse with expertise in your specific field. We serve as an integrated partner in your practice, ensuring that your clients receive the highest quality of care at any time – day or night.

Night Nurse

www.nightnursetriage.com

Stuart Pologe, CEO

stuart@nightnursetriage.com

508-650-0022

Ages: All

Geography: Most US states

Founded in 1999, Night Nurse helps providers enjoy their much-deserved after-hours work/life balance while delivering outstanding patient care. We uniquely provide separately-staffed pediatric and adult nursing teams so each patient can receive specialized, age-appropriate care from a pediatric or adult RN. Night Nurse has earned a reputation for the highest quality triage care from healthcare organizations of all sizes, ranging from solo practitioners to some of the nation's most respected hospital systems. Night Nurse is also one of the most affordable triage services, helping providers reduce burnout and increase quality of life while lowering their after-hours triage costs.

Nurse Telephone Triage Service

www.nursetriage.org

Joann Somerville, RN, 860-930-3725 or

Helen Lapointe, RN, 413-265-6610

nursetriage@comcast.net

Ages: All

Geography: US

We are an RN-owned company with a strong commitment to provide high quality telephone triage health advice to patients and caregivers after hours. We employ highly skilled Registered Nurses who utilize ClearTriage to give excellent care when your office is closed. We strive to be an extension of your office and team, allowing physicians and healthcare providers to have an enhanced quality of life with their own families after hours.

Octiva Healthcare

www.octivahealthcare.com

Brandon Neil, Director of Customer
Engagement

brandon.neil@octivahealthcare.com

213-314-0785

Ages: All

Geography: US

At Octiva, we redefine after-hours healthcare with our comprehensive and seamlessly integrated triage services. From efficient appointment scheduling through our administrative team to expert guidance provided by our nurse triage team and licensed providers (includes MDs and NPs), we ensure patients receive the highest level of care at any time, without requiring your providers to remain on-call. What sets us apart is our unwavering commitment to patient well-being, supported by a holistic approach that spans all ages and covers diverse geographic regions across the United States. Experience healthcare beyond boundaries with Octiva, where exceptional care knows no limits.

PediCallCare

www.pedicalcare.com

Emily Guthrie, RN, President/CNO

emily@pedicalcare.com

903-312-0004

Ages: Pediatrics

Geography: All nursing compact states

We are a pay per call no contract service. By using our low-cost service, your patients avoid expensive visits to urgent care clinics and ERs unless absolutely necessary. Our goal is to provide excellent service to you as the physician and your patients. We offer 30-minute call back guarantees by experienced pediatric RNs using ClearTriage and online assessments available to your office as soon as the call is completed. Your patients are important to us!

RelateCare

www.relatecare.com

Kari Kontz, Dir. of Nursing

kkontz@relatecare.com, 216-217-4109

Valerie O'Brien, Dir. of Business Dev

vobrien@relatecare.com, 216 553-3727

Ages: All

Geography: US

RelateCare are global leaders in providing 24/7 Nurse Triage Solutions. We act as a virtual extension of your organization's clinical operations from our 24/7 state of the art healthcare contact centers in both the US and Europe. We provide every patient with direct access to a Registered Nurse any time day or night while reducing pressure on physicians and hospitals. RelateCare also offers a range of clinical communications solutions including consulting services, clinical care coordination for acute and surgical patients (pre/post discharge), remote patient monitoring, and digital ambulatory nursing solutions.

Sage Telehealth Services, LLC

www.sagetelehealth.com

Eric Roddy, Vice President of Operations
(214) 537-6730

eric.rodny@sagetelehealth.com

Ages: All

Geography: Texas and Compact States

Sage Telehealth is a turn-key solution to the healthcare needs of Nursing Homes in rural and urban communities. Our after-hours on-call RN Triage coverage allows our clients and their patients immediate access to highly qualified healthcare professionals. Our state-of-the-art audio/video conferencing platform allows instant interaction between patients, registered nurses, family members, and on-call physicians. Our platform provides a unique solution to healthcare allowing Skilled Nursing Homes (SNF) more time to focus on their residents and overall patients' healthcare experience.

TelemedRN

www.telemedrn.com

Nicole Agunday, 346-245-7637

info@telemedrn.com

Ages: Adults

Geography: AK, AZ, CO, DE, ID, IL, IN, IA, MI, MN, MT, NM, NY, OH, RI, SD, TN, TX, UT, VI

Our vision is simple: Improve the lives of hospice patients, nurses, and administrators with the most affordable (dependable) telephone triage service possible. Your Telemed RN Team will be available on-call 24/7 and licensed in your state. With years of experience working in hospice environments and home health situations, your nurses will be able to take on critical challenges that can save a life, time, and hundreds of thousands in unnecessary hospital expenses. More importantly, your Telemed RN team will be trained to follow your hospice or home care clinical directives and customized nurse protocols.

Triage4Pediatrics

www.triage4pediatrics.com

Julie Ortiz, RN, President/CEO

jortiz@triage4pediatrics.com

214-450-5030

Ages: Pediatrics

Geography: US

Our registered nurses are required to have at least 5 years of pediatric experience. They must demonstrate not only expertise in the field, but a level of concern and caring often absent from other telephone services. We love children and their parents, and we understand that we represent you as an extension of your office. Maintaining your patients' positive attitude towards you is always paramount in our minds.