MODERNIZING TELEPHONE TRIAGE

Web-based solutions for *Your Nurses* using *Your EHR*

The AAACN recommends clinical decision support tools like ClearTriage for nurses taking telephone triage calls. Benefits of ClearTriage include:

- ✓ **On-screen triage checklist** for safety
- ✓ **Evidence-based care advice** for consistency
- ✓ **Patient data stays in your EHR** for security
- ✓ **Faster documentation** for productivity
- ✓ **Supports the nursing process**

ClearTriage uses telephone triage protocols from **Dr. Barton Schmitt and Dr. David Thompson**. Evidence-based and peer-reviewed, these are the most widely used triage protocols available and are fully customizable. They help triage more than 25 million calls every year.

DETAILED REPORTING - NEW IN 2024!
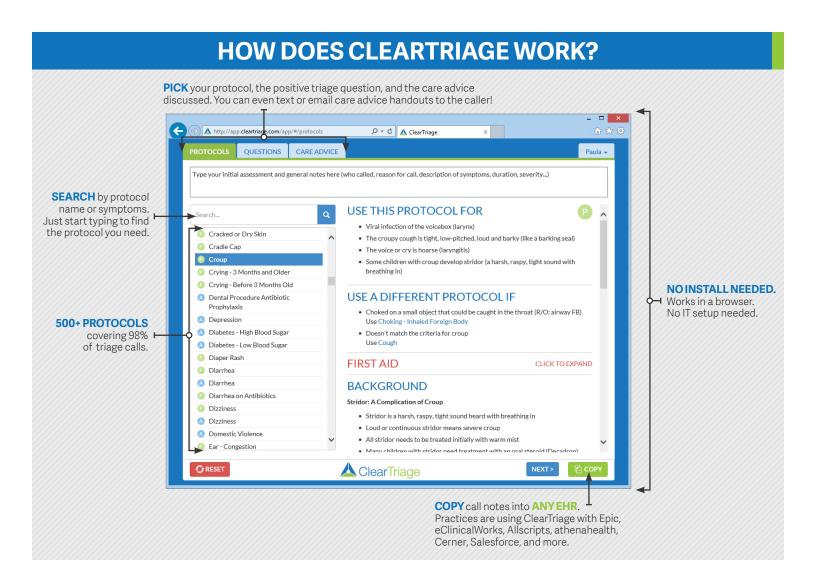
To support your QI projects and other data-driven efforts, every ClearTriage account now includes 20 reports at no additional charge. Analyze protocols, dispositions, and questions selected. Review individual user actions or export all of your data for analysis in the tool of your choice.

PRICES STARTING AT

$49 A MONTH
for office hours

$195 A MONTH
for after hours

HOW DOES CLEARTRIAGE WORK?

PICK your protocol, the positive triage question, and the care advice discussed. You can even text or email care advice handouts to the caller!

SEARCH by protocol name or symptoms. Just start typing to find the protocol you need.

500+ PROTOCOLS covering 98% of triage calls.

NO INSTALL NEEDED. Works in a browser. No IT setup needed.

http://app.cleartriage.com/app/#/protocols

ClearTriage

Paula

PROTOCOLS QUESTIONS CARE ADVICE

Type your initial assessment and general notes here (who called, reason for call, description of symptoms, duration, severity...)

Search...

- Cracked or Dry Skin
- Cradle Cap
- **Croup**
- Crying - 3 Months and Older
- Crying - Before 3 Months Old
- Dental Procedure Antibiotic Prophylaxis
- Depression
- Diabetes - High Blood Sugar
- Diabetes - Low Blood Sugar
- Diaper Rash
- Diarrhea
- Diarrhea
- Diarrhea on Antibiotics
- Dizziness
- Dizziness
- Domestic Violence
- Ear - Congestion

USE THIS PROTOCOL FOR

- Viral infection of the voicebox (larynx)
- The croupy cough is tight, low-pitched, loud and barky (like a barking seal)
- The voice or cry is hoarse (laryngitis)
- Some children with croup develop stridor (a harsh, raspy, tight sound with breathing in)

USE A DIFFERENT PROTOCOL IF

- Choked on a small object that could be caught in the throat (R/O: airway FB) Use Choking - Inhaled Foreign Body
- Doesn't match the criteria for croup Use Cough

FIRST AID   CLICK TO EXPAND

BACKGROUND

Stridor: A Complication of Croup

- Stridor is a harsh, raspy, tight sound heard with breathing in
- Loud or continuous stridor means severe croup
- All stridor needs to be treated initially with warm mist
- Many children with stridor need treatment with an oral steroid (Decadron)

RESET   ClearTriage   NEXT >   COPY

COPY call notes into **ANY EHR**. Practices are using ClearTriage with Epic, eClinicalWorks, Allscripts, athenahealth, Cerner, Salesforce, and more.

What our customers are saying about ClearTriage...

"One of the beauties of ClearTriage is that it really allows you to focus on telephone triage. And we already had an EMR for storing notes! For us simpler was not only better but safer and more affordable. I can't imagine doing it any other way."

Chris Phillips, BSN, RN, Care Advice Line Manager
Privia Health

"I have worked in telephone triage for a number of years, my experience with ClearTriage far surpasses any other software program I have used previously. As a Clinical Manager for a busy pediatric office call center, I value its ease of use for my staff as well as its reliability. We absolutely love the product!"

Audra Bailey, BSN, RN, Clinical Manager
Advanced Pediatric Associates

Why don't you give us a try?

℡ 800-755-3545   ✉ info@cleartriage.com

WWW.CLEARTRIAGE.COM