



FOR IMMEDIATE RELEASE

Media Contact

Garry Carneal
(202) 365-2512
Email: info@triagelogic.com
Website: <http://www.officetriage.com>

**TriageLogic's Call Center Solution™ to Support Emergency
Response Systems Nationwide**
TriageLogic's innovative call system offers dynamic platform

Winston-Salem, NC / PR Web / October 4, 2011 – TriageLogic™ announces that its Call Center Solution is a multi-faceted system able to support federal, state and city-wide disaster recovery capabilities. TriageLogic is one of the premier providers of quality and affordable triage solutions in healthcare.

The U.S. Department of Health and Human Services (HHS) recently allocated more than \$352 million to improve disaster preparedness of hospitals and healthcare systems in every state as well as in three large metropolitan areas. The grants are to be included in the Hospital Preparedness Program (HPP) and are aimed at supporting preparedness activities for hospitals and healthcare facilities. The TriageLogic Call Center Solution can aid in the preparedness by providing computerized support for health-related questions.

Triage Logic's Call Center Solution is capable of tracking and directing patients to the appropriate level of care during such emergencies as an influenza outbreak or hurricane.

According to Ravi K. Raheja, MD, TriageLogic CEO, "We are pleased that our company can partner with health departments across the country to help citizens in case of a pandemic or other state or national emergency."

States are able to take advantage of the nurse triage protocols embedded in TriageLogic's Call Center Solution, which are established and maintained by Dr. Barton Schmitt and Dr. David Thompson, the leading authorities in pediatric and adult triage care.

"We want every community to be prepared and resilient when faced with any type of health hazard and we've seen preparedness steps pay off this year across the country with severe storms, floods, and tornados," said Dr. Nicole Lurie, assistant secretary for preparedness and response for HHS, which oversees HPP. "State health officials have attributed their ability to respond as well as they have to the preparedness levels they've reached through the HPP and other federal programs," according to an HPP press release.

Charu G. Raheja, PhD, TriageLogic founder and chair, notes, "TriageLogic is a perfect fit for emergency response teams because of the Call Center Solution's dynamic software configuration and flexibility. Customers can fully customize the application to support their goals. The application can be installed locally and/or assessed through the Web anywhere, anytime. The triage software also can be scaled to add users in a matter of hours."

Among other attributes, TriageLogic's Call Center Solution allows users to:

- Customize workflows to meet each facility's unique needs
- Quickly and thoroughly process and then document every call
- Optimize call center staff's ability to coordinate an effective response in an emergency
- Support callers who need effective triage support and care advice on a 24/7 basis
- Rely on electronic interfaces and effectively transfer information - so that state representatives have the most updated and accurate information in real time
- Keep overhead costs low and focus on the individual who needs help.

For more information about TriageLogic or the new Daytime Office Solution, contact Amy Smith at (336) 529-2493 or Amy.Smith@triagelogic.com.

###

About TriageLogic (www.officetriage.com)

Founded in 2005, TriageLogic is a leading provider of quality, affordable triage software, and after-hours nurse triage services. From the smallest of provider practices to the largest of triage call centers, TriageLogic offers a full line of triage protocol systems and services to meet client needs. TriageLogic is a healthcare company that provides more than just healthcare software. TriageLogic integrates a unique blend of innovative communication solutions with medical expertise based on practical experience and a thorough understanding of the field. Currently, TriageLogic has two units – a software unit that develops nurse triage systems both for after-hours and day-time use; and a services unit that offers 24/7 nurse support through multiple call centers. With a national footprint, all of TriageLogic solutions and services can be customized or private-labeled for each client. Whether yours is a busy private practice in need of a phone triage system, or a hospital seeking complete after-hours call center solution, TriageLogic has a product to meet your needs.