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## **TriageLogic's Nurse Triage On Call™ Services Help Southeastern Regional Physician Services Meet Medicare Requirements**

**Winston-Salem, NC / Lumberton, NC / PR Web / November 30, 2011** – TriageLogic™, a leading provider of quality and affordable triage solutions in healthcare, announces that another healthcare provider group is finding TriageLogic's *Nurse Triage On Call* service to be an extremely valuable component of its patient services program, especially as Southeastern Regional Physicians Services, Lumberton, NC, strives to fulfill recently implemented Medicare requirements in the state of North Carolina.

Southeastern Regional provides primary care services to all economic levels and operates at least a dozen specialty clinics under the Southeastern Regional Medical Center banner. As part of their services, patients can call any of the 13 primary care clinics SRMC operates in the network after hours for nurse advice.

Mary Scott, practitioner performance coordinator, says *Nurse Triage on Call* is instrumental in helping the practice provide after-hours and weekend care for patients with non-emergency concerns. "Since we instituted the program in April, the volume of calls continues to increase every month. We are seeing how this type of service can be a positive for the community with fewer visits to the ER," Scott says.

The success of the *Nurse Triage On Call* software system at Southeastern Regional, which handles one million calls a year, is a key example of TriageLogic's ability to handle patient calls quickly, consistently and accurately.

"TriageLogic has been excellent at helping us implement this system effectively," Scott says. "We are impressed with the versatility of TriageLogic and the level of patient satisfaction we are able to deliver." Scott says it is also helpful to be able to document the calls with the system, and that TriageLogic is also helping them evaluate the effectiveness of their nurse triage program.

“We have been able to put a process in place where nurses ask our patients if they would have otherwise gone to the ER,” Scott continues. “TriageLogic *Nurse Triage On Call* prevented about 30% of the callers from going to the ER when it was not needed.”

Ravi Raheja, MD, director of sales and technology at TriageLogic, and pediatrician by specialty, notes that the company takes pride in both the depth and breadth of its expertise and experience in its full-service triage offerings. “It’s particularly reassuring that our products are not only resulting in more satisfied patients, but that they are supporting a robust practice like Southeastern Regional in efforts to conform to government regulations,” Dr. Raheja says.

TriageLogic’s array of products and services provides physicians, hospitals and clinics a method for standardizing patient care management across multiple offices, including “after-hours” nurse triage support. TriageLogic’s *Nurse Triage On Call* offers a compassionate staff of licensed registered nurses who are experienced at listening, coaching and offering education to patients and families.

“We are dedicated to maintaining one of the most sophisticated triage services in the country, so physicians can direct the care of their patients even when they are not answering the calls themselves,” says Charu Raheja, PhD, TriageLogic chair and CEO.

Highlights of the triage service include:

- Prompt call back times, 30 minutes or less
- Experienced, highly-trained registered nurses
- Nurse manager and back-up staff on call 24 hours a day
- Gold standard protocols by Barton Schmitt, MD, and David Thompson, MD
- Highly customized standing orders – TriageLogic nurses follow your instructions specific to your practice or each physician in your practice
- Based on the protocols and customized physician orders, TriageLogic nurses will contact the doctor on call when indicated
- Nurses can help up to 95 percent of patient callers without having to contact the physician on call
- Easy-to-read triage sheets
- Printed report of every encounter (notes also available online)
- Full-liability coverage for nurses (calls recorded)

For more information about TriageLogic or *Nurse Triage On Call*, contact Amy Smith at (336) 529-2493 or [Amy.Smith@triagelogic.com](mailto:Amy.Smith@triagelogic.com).

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**About TriageLogic™** ([www.triagelogic.com](http://www.triagelogic.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 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 a complete after-hours call center solution, TriageLogic has a product to meet your needs.

**About Southeastern Regional Physicians Services** ([www.srmc.org](http://www.srmc.org)). Southeastern Regional Physician Services exists as an integrated multi-specialty system making healthcare simple, understandable and accessible for our patients. Our mission is to “provide a WOW experience through excellent service to all who access our network.” We manage a network comprised of 13 primary care clinics and 12 specialty facilities. These clinics are all staffed by top notch medical providers, clinical staff and ancillary team members.