Telephone triage is a solution to manage patient health concerns and symptoms via a telephone interaction (telecommunications) by nurses and doctors. It can also be considered an aspect of telemedicine utilizing a simpler form of technology (telephone lines).

Experience has shown us that by using a telephony based triage service, referrals to doctors and other health services is significantly reduced. This will translate into significant benefits for the employees and management of any organization. The diagram below shows the results over several years of operation, of a nurse and doctor based triage service in Australia. Referrals that require a doctor visit are reduced by over 90%. This would apply to both in hours as well as out of hours. This will reduce the pressure on doctors and allow them to focus on the OPD and IPD rather than cases that can be handled by Nurses/Paramedics.

The tele-advice/triage solution provides a structured medical advice and a disposition based on the symptoms. This service is available on any phone 24x7 from qualified Apollo Clinicians. The service is delivered through contact centre.
These advices are provided through systematically developed algorithms that are based on evidence based medicine and peer reviews, continuously measured and monitored through clinical governance board, and periodically improved to give expected clinical outcomes.

The solution comprises of a contact center with doctors, nurses, supervisor and tele-triaging software platform.

1. The primary constituents of the offering are:
2. Contact center (telephone exchange, IP-based voice etc)
3. Tele-triage software platform
4. Algorithms for the tele-advice of common ailments in India
5. HW infrastructure for the patient/subscriber information database
6. Doctors, paramedics/nurses for the disease advice
7. A telephone PRI line

The benefits of the solution are:

- Basic Healthcare at the convenience of your home
- 24x7 accessible to citizens Any Time, Any where
- Low cost, high quality innovative health care solution

Efficient Reporting Process

The system is able to produce a wide range of statistical reports which are customizable for any need. It enables the completion of any necessary audit processes and reports such as ensuring compliance with corporate and clinical governance, reforms and industry regulations, and also promotes good working practices as well as increased professional accountability. The system’s reporting functions can also highlight improvements in efficiency and quality of patient care.

Scalability, Reliability and Robustness

The major components of the solution – contact center, triaging algorithmic SW modules, database and reporting – all are designed and implemented as individual modules that cohesively interact with each other using the secured web technologies providing the needed scalability, robustness. All these modules can have individual redundancy or stand-by arrangement making the entire solution highly available and reliable.

Contact Information

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