

- Clinical help is available right from home- 24 hours a day, 7 days a week, 365 days a year.
- We are live- answering each and every call, focusing on the assessment and disposition of symptom-based calls. Some triage services take messaged and return the call when it's convenient for them; not for the person who needs help. Using a single call resolution model, we take care of the callers the first time they call and not through call backs. We believe that it's imperative to be available when the caller needs us. That's why our locations are located throughout the United States, rather than in just one state. By having centers in various parts of the country and the ability to telecommute, we can ensure continues service no matter what type of catastrophe, natural or not may occur. Our industry leading systems allow calls to go to the next available professional regardless of the incoming location of the call. All Team members are linked through our HIPAA complaint software systems and have access to all the files provided by the client.
- Our Nurse advice line and nurse triage services provide real time healthcare assessments to help the caller determine the right level of care needed at the moment. Our registered nurses accomplish this through the use of critical thinking skills, nationally recognized Schmidt and Thompson medical guidelines and state of the art interactive triage software. This process assists our teams in quickly assessing the severity and nature of a call to result in the most appropriate advice.

During Member interactions, our team will:

- Accurately identify callers needs and ensure they are directed to the appropriate level of care for their situation; whether it be providing home care guidance, setting an appointment with a primary care provider, or recommending a visit to urgent care or the ER.
- Offer around the clock access to a highly skilled triage clinical team.
- Use nationally recognized algorithms to provide the best course of action.
- Support callers through a bilingual team with real time access to live call resolution services in 200+ languages.
- Provide simple useful advice in the convenience of the caller's home about medications, procedures, screenings, health conditions or any other health related topics.
- Listen and comfort in a culturally and linguistically sensitive manner.
- Act as a seamless extension of our clients to eliminate confusion as to who is providing the service.
- Offer further information through access to a full health information library, in both audio and online format in multiple languages.
- Empower callers to make confident appropriate decisions about their care and treatment.