



Remote Triage Nursing: *Real Impact. Real Time Back.*



- ⇒ 6 Months of data
- ⇒ 1 Medium Sized FQHC
- ⇒ All Clinical Support handled within 24hrs or less

1,500+

Portal Messages

*Handled same business day

1,200+

Triage Calls
Managed

*Preventing re-admits or ER Visits

100%

Med Refills
received
processed
within 24hrs

300+

Support for
Express Care, ER,
& TOC Encounters

1,500+

Hours Clinical Tasks

*Removed from providers' workload



What This Means:

- Reallocated 6+ FTEs back to direct patient care
- Improved patient outcomes and satisfaction
- Reduced staff burnout by offloading tasks
- Expanded provider schedules improving access



Provider Efficiency



Patient Access



Value-Based Care



Cost Control

Client Perspective:

"You and your nursing team have elevated our practice TREMENDOUSLY. Thank you for all that you do for our providers and patients!"

– Dr. Hathuc, CMO, East Valley Community Health Center

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