



## Improving Epidemic Surveillance with Call Center Solution™

**T**riageLogic has integrated an epidemic surveillance module into its Call Center Solution software. The additional capabilities serve as a valuable tool to help with disease tracking and epidemiology in the community.

Traditionally, when an epidemic occurs, emergency rooms are responsible for reporting the suspected cases. With TriageLogic's disease surveillance module, the system monitors phone calls taken by nurses for pre-programmed disease syndromes, and reports any suspected cases on an hourly basis.

"This gives clients the advantage of having suspected disease reports as part of the standard call process, which reduces the overall delays and steps involved," says Ravi Raheja, MD, TriageLogic director of sales and technology. Specific benefits of the surveillance module include:

- Pre-programmed disease syndromes that can be recognized;

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## CEO COLUMN

### Integrating After-Hours Triage Notes with EMRs

*Ravi K. Raheja, MD, CEO*

**A**n increasing number of individual practices and medical organizations are using after-hours nurse triage to improve patient care, and they are reaping huge benefits. Not only do nurse triage provide cost-effective health care access to patients when their physicians' offices are closed, but it helps decrease unnecessary visits to the emergency room and reduce risk by using standardized protocols and proper documentation.



To achieve continuity of care, documentation from the telephone encounter must be sent to the attending physician in a timely and effective manner. Any center using our Call Center Solution™ software can send patient notes to their practices. Practices handled using TriageLogic's services receive patient call notes this way. This feature is consistent with our mission to provide 24/7 quality health care software that is simple to use, effective and capable of with efficient documentation.

Approximately 85% of practices today use paper charts. For these paper-based practices a fax is generated from the TriageLogic system and sent securely as soon as the nurse completes the patient call. Physicians also have the option of getting an encrypted note emailed to them so they can print it themselves or review it electronically. In addition,

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## TriageLogic Announces Feature Series with 21st Century Health

**T**riageLogic will appear on 21st Century Health's award-winning international television series. The 21st Century Health program will feature affordable and efficient triage software solutions that support patients' calls during office hours as well as after hours.



TriageLogic's participation in 21st Century Health's production will allow viewers to better understand how nurse triage services, clinical protocols, and technology solutions are affecting the U.S. health care system. Further, the show will look at how TriageLogic is assuming a leading role in developing high quality software that allows nurses to handle phone calls efficiently and effectively.

"We selected TriageLogic for our television series based on its best-in-class triage technology," says Megan Vieira, production coordinator at 21st Century Health. "We also are impressed with the flexibility and effectiveness of TriageLogic's applications, which reflect an eye for innovation while improving patient outcomes."

**The show will look at how TriageLogic is assuming a leading role in developing high quality software that allows nurses to handle phone calls efficiently and effectively.**

"Our show provides business viewers an opportunity to find solutions to real problems facing the health care industry from some of the top leaders around the world," says J.L. Haber, vice president of programming for 21st Century Health. "We are excited to profile a forward-thinking, technologically driven company such as TriageLogic." The TriageLogic segment will be taped in 21st Century Health's state-of-the-art south Florida studio.

The series will showcase TriageLogic's company's Office Solution™ and Call Center Solution™ and will air early next year. ■

## CEO COLUMN

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these practices do not need to worry about their future electronic medical record (EMR) choice because the TriageLogic Interface Engine will connect to any EMR system.

For the practices that already have an EMR system in place or already know one they plan to implement, the ideal approach is to have the triage encounter sent directly to the patient's EMR chart. TriageLogic has invested the time to build an integration engine that allows the TriageLogic note to transmit via a secure HL7 message to any EMR system.

**The Office Solution application is an important tool to help nurses and doctors ensure patients are getting the highest quality of care when patients call the office during the day.**

This has immense implications. For any call center using the TriageLogic Call Center Solution, it can offer clients the option of having their triage notes sent directly to their EMR patient chart seamlessly. This will help coordinate and integrate care, which is one of the requirements for a practice to become a medical home.

In addition to our Call Center Solution software service, TriageLogic's web-based Office Solution™ is an important application for provider offices. The Office Solution software helps triage calls during the day and connect to each provider's EMR via the TriageLogic Translation Engine. The Office Solution application is an important tool to help nurses and doctors ensure patients are getting the highest quality of care when patients call the office during the day. Office managers can also rest assured that every call is being followed-up and documented.

By implementing the new Translation Engine, TriageLogic can now link together all of its products and services with providers' EMRs, which in turn will promote better clinical and business outcomes through an interoperable framework.

We encourage you to read more about our products on our website at [www.triagelogic.com](http://www.triagelogic.com). ■

**CHAIR COLUMN**

**The Evolution of Quality-Based Triage Interventions**

*Charu G. Rabeja, PhD, Chair and CFO*

“Triage” is derived from French and means “sorting, selection, choice.” The term originated from the French verb “trier” meaning “to sort, select, choose” and has been used in English since the 1700s. The application of the term “triage” in the medical sense emerged during World War I. Wounded soldiers were classified into one of three groups: 1) those who could be expected to live without medical care; 2) those who would likely die even with care; and 3) those who could survive if they received care.



Today, the nurse triage service takes on a more dynamic role by providing “decision-making” support through “evidence-based” clinical advice for a vast array of conditions and symptoms. Our company name—“Triage” and “Logic”—elegantly describes these two concepts vis-à-vis our products and services. TriageLogic works with all clients to significantly reduce call center overhead, optimize clinical outcomes and provide a customized approach to meet each facility’s needs.

In addition to our call center software, we aim to make the process of taking phone calls during the day easier and more effective. Our *Office Solution*™ software is a logical and effective web-based application. In less than 30 minutes, nurses can start using the software and making sure they are asking all the important questions and documenting the phone interaction in the patient’s record.



When asked for feedback, Diane Kale at Princeton Nassau Peds, says, “We were without the software for two days and we were all crying. You get so used to using it, it is like your backbone. It is such a safe way to do triage. The most difficult thing about telephone triage is trying to decide who needs to be seen or go where and TL software makes it so simple. I know I sound like a commercial, but it really is how I feel.”

TriageLogic prides itself on providing software that promotes quality-based interventions with patients who need help. Recently, a mother placed a call about her child’s illness and, following the help she received from her triage nurse, made this unsolicited comment:

**TriageLogic prides itself on providing software that promotes quality-based interventions with patients who need help.**

“As a parent it is wonderful to know that there is such a caring staff that I can depend on when I need it. In addition to calling and attempting to assist me, [the triage nurse] went above and beyond by calling me back to tell me about a solution that I could try to help. I asked if she could email the instructions to me, which she did immediately following her shift. This added assistance was not expected but gave me a WOW experience.”

As this mother reminds us, providing high quality and efficient software for nurses to save and improve patient lives will continue to be our primary goal. ■

**At a glance**



After-hours triage software for providers, hospital and health plans.  
To learn more: (<http://www.triagelogic.com/landing.html>)



Web-enabled daytime triage application for provider offices.  
To learn more: (<http://www.officetriage.com/>)

## TriageLogic's Call Center Solution™ to the Rescue

### Company's innovative call system offers dynamic platform for emergency response systems

TriageLogic's Call Center Solution is a multi-faceted system able to support federal, state and city-wide disaster recovery capabilities.

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.

**“We are pleased our company can partner with health departments across the country to help citizens in case of a pandemic or other state or national emergency.”**

TriageLogic'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 director of sales and technology, “We are pleased 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 tornadoes,” says 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 CFO, 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 accessed 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; and
- Keep overhead costs low and focus on the individual who needs help.

For more information about TriageLogic Call Center software or the new Daytime Office Solution™, contact Amy Smith at (336) 529-2493 or [Amy.Smith@triagelogic.com](mailto:Amy.Smith@triagelogic.com). ■



## EMPLOYEE SPOTLIGHT

### Amy Smith, executive assistant and volunteer

**A**s TriageLogic's executive assistant, Amy Smith has a unique background that combines community service and a working knowledge of consumer affairs. Before becoming a mom, Amy graduated from Liberty University in Lynchburg, VA, and worked for US Airways.

#### What brought you to TriageLogic?

I heard about TriageLogic through my mom, who works in a law office across the hall from our offices. I contacted Dr. Raheja and we clicked. I have been with TriageLogic for almost a year now. My responsibilities include customer service, keeping the database up to date, sending contracts and renewing contracts, running monthly reports and invoicing, returning phone calls, responding to inquiries that come through the website, and keeping everyone up-to-date and on task.

#### Have you had any interesting or unusual jobs? How did they give you the skills to shine at TriageLogic?

As the executive assistant to the director of consumer affairs at US Airways, I performed many tasks. These responsibilities included managing correspondence, preparing research and communication while also acting as the "gatekeeper." It was my responsibility to decide which scheduled events or meetings were most appropriate for the executive.

My responsibilities at US Airways taught me a great deal about customer service. I spoke with many customers that had legitimate complaints and those that were just looking for something free. I learned how to differentiate those and still be kind and helpful to everyone in resolving their issues. I also learned a great deal about being an executive assistant. The most important aspect was learning how to anticipate the director's needs before they asked. Those are the skills I still use today.

#### What challenges do you see facing the health IT industry?

The biggest challenge I see in the health IT industry is the constant change and updates in technology and software. With advancements occurring at such a rapid

pace, it becomes difficult to be aware and stay on top of all variations.

#### How do you like to spend your spare time?

I volunteer a great deal at my church and my children's schools during my free time. Currently I am serving as PTA president at the elementary school. I also enjoy watching movies with my family. My favorite movie is "The Sound of Music," but I also like movies that are historically based or based on true events. ■



Amy Smith

## EPIDEMIC SURVEILLANCE

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- Hourly reports of suspected cases;
- Alerting of on-call epidemiologists regarding a possible epidemic;
- Availability of detailed disease information and call records; and
- Visual representation of disease clusters and individual records.

According to Dr. Raheja, "A call center experiencing a high volume of calls can use the surveillance module to unveil alerts about a potential food borne illness outbreak or other epidemic in hours versus days." The surveillance capability is also offered through TriageLogic's Office Solution™ for daytime calls. Both physicians' offices and larger facilities can utilize the service.

University Hospitals' Rainbow Babies & Children's Hospital, Cleveland, OH, is testing a preliminary version of the disease surveillance module at its call center, which operates one of the country's largest nurse triage programs. Rainbow is consistently ranked one of America's Best Children's Hospitals by *U.S. News & World Report*.

"The integration of the epidemic surveillance module with TriageLogic's Call Center Solution optimizes clinical outcomes and provides a customized approach to all our clients," says Charu G. Raheja, PhD, TriageLogic chairperson and CFO. "Rainbow is another example of our ability to customize, implement and upgrade its specialized applications to best fit the needs of the client."

For more information about TriageLogic, contact Amy Smith at (336) 529-2493 or [Amy.Smith@trialogic.com](mailto:Amy.Smith@trialogic.com). ■

## Medical Management News

### Antibiotics and Rashes

Children should never be diagnosed with an antibiotic allergy over the telephone, according to the most recent Clinical Update published by Schmitt-Thompson, the experts in triage protocols. However, a non-allergic rash can often be recognized over the telephone they say. "If in doubt, the child can be seen. For children who develop hives, an oral challenge test under medical supervision can clarify if a true allergy to the antibiotic exists," according to the website [www.stcc-triage.com](http://www.stcc-triage.com).

The update further notes that 5 to 10% of children develop a skin rash while taking augmentin and amoxicillin, the most widely used antibiotics in pediatrics. Physicians don't always agree on how to manage these cases.

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### The Family that Loses Together...

When obese people lose weight with behavioral therapy, their family members may get a bit trimmer as well, according to a *Reuters Health* story that looks at a new Italian study of overweight people.

The study examines whether the family members of obese patients who exercise cognitive-behavioral therapy (CBT) are influenced by the CBT behaviors of their kin.

The researchers surveyed family members of 149 obese patients going through the CBT program at the University of Bologna, which consisted of 12 to 15 weekly group meetings.

Six months after their relatives started the program, the study found, family members—mainly spouses and adult children—showed some changes for the better as well, according to Reuters.com.

On average family members had cut more than 200 calories from their daily intake since the start of the study. They also consumed less fat and refined carbs, and were eating more fruit. ■



### NAPW Bestows Honor on TriageLogic's Charu Rajeha

Charu Rajeha, TriageLogic Chair and CFO and founder, was recently inducted into VIP membership of the National Association of Professional Women (NAPW), Garden City, NY. Only 207 of the organization's more than 200,000 members were inducted in 2011. These "VIP Women of the Year" were selected in recognition of the strides they have made in their respective industries, their outstanding leadership, their professional achievements, and for displaying the highest level of support of NAPW's commitment to networking and community involvement, according to a NAPW statement. ■