



Access Point

Alleviate Physician Strains While Enhancing Patient Outcomes: Benefits of Nurse Triage

As patient volumes rise and clinical staff continue to decline, having the right resources to ensure your practice can handle fluctuating and complex patient needs has never been more important.

Nurse triage service integration can help improve satisfaction for your patients, staff and physicians. Nurse triage not only helps lower stress and improve the retention of physicians and nurses who are already working at max capacity, but it helps make sure patients are directed to the appropriate level of care in a timely manner.



Nurse triage support can provide numerous benefits to your practice, including:

- 1 Emergency department (ED) diversion and cost savings:**
An effective nurse triage service intercepts patients before they admit to an ED. By providing a thorough evaluation of a patient's needs and directing them to the most appropriate care setting – which is often not the ED – patients experience improved outcomes and cost savings, and ED resources are less strained.
- 2 Increased patient satisfaction:**
Today's patients expect immediate response from their provider when they have an urgent health matter. Long wait times, slow response or guidance that doesn't follow best practice can hurt patient satisfaction and lead to unfavorable outcomes. Nurse triage support provides patients with immediate attention they need and quality assurance to produce the right outcomes.
- 3 Enhanced employee satisfaction:**
When proper nurse triage services are put in place, stress around providing 24/7 comprehensive, high-quality care is removed from practice staff – resulting in improved satisfaction and retention rates.

- 4 Reduced physician burnout:**
Highly trained nurses can help triage calls and determine which ones require the immediate attention of a physician. This support helps reduce the number of non-urgent calls that physicians receive, allowing them to focus on more critical patient care.
- 5 Improved operational efficiency:**
Nurse triage support helps manage patient flow ensuring that patients are seen in a timely and appropriate manner, and that their medical needs are addressed efficiently.



Studies demonstrate ED visits made by nurse triage services were **33% more appropriate** than patients making self-referrals to the ED.¹

Not all nurse triage solutions are created equal. The next step is identifying the right partner that meets your practice and patient needs.

"With the growth of our practice, it was no longer attainable to have our physicians and nurses by the phones 24/7 answering patient calls. Access Point seamlessly integrated with our practice and enabled our team to focus on other services without while still providing prompt and effective call triage." – Physician Practice, Tennessee

What makes a good partner?

The right partner should possess key qualities that allow them to provide exceptional patient, staff and practice support:

- A team of RNs who utilize gold standard Schmitt-Thompson protocols.
- Expertise in patient care to help avoid unnecessary ED visits and hospital readmissions.
- 24/7 coverage, 365 days per year, with live support from experienced telephone triage nurses.
- Answering inbound calls within 30 seconds with call-back by an RN within 30 minutes.
- Hold capabilities for COVID-19 screening and contact tracing, remote monitoring, appointment management and telemedicine programs.
- Provides direction on the appropriate level of care for every situation.
- Has various disposition and documentation methods available (fax/email, FTP, EMR).

When you select the right medical answering solution, your patients and entire team can feel the immediate benefit.

Partner with the Nation's Leading Call Center Expert: The Access Point Difference

Offering top-rated call center services to physician practices, health systems, health plans, ACOs and healthcare technology firms across the nation, Access Point is the provider of choice for organizations seeking high-quality call triage relief.

Serving over two million patients annually on behalf of 5,000+ physicians, Access Point efficiently delivers excellent patient experience.

Looking to help alleviate physician and nurse burnout while maintaining high-quality patient and practice outcomes?

Connect with Access Point for a no-obligation assessment and to learn how we can seamlessly integrate with your practice's operations.

Visit www.AccessPoint.Health for more information.



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