

Alleviate Hospital Strains and Enhance Patient Outcomes: Benefits of Nurse Triage



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

Nurse triage service integration improves satisfaction for your patients, staff and physicians by helping to lower stress and improve retention of hospital staff. Further, it helps ensure patients are directed to the appropriate level of care in a timely and efficient manner.

Nurse triage support can provide numerous benefits to your hospital, 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 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 hospital and patient needs.

“With the growth of our practice, it was no longer attainable to have our nurses by the phones 24/7 answering patient calls. Access Point seamlessly integrated with our hospital and enabled our team to focus on other services while still providing prompt and effective call triage.”

- Multistate Health System, Tennessee

- 24/7 coverage, 365 days per year, with live support from experienced telephone triage nurses.
- Answering inbound calls within 30 seconds with call-back within 30 minutes by an RN.
- 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.

What Makes a Good Partner?

To provide high-quality nurse triage services, the right partner should possess key qualities that allow them to provide exceptional patient, staff and hospital support. These qualities include:

- A team of RNs who utilize gold standard Schmitt-Thompson protocols.
- Expertise in patient care to help avoid unnecessary ED visits and hospital readmissions.

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

Offering top-rated call center services to health systems, health plans, physician practices, 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 staff burnout while maintaining high-quality patient and hospital outcomes?

Connect with Access Point for a no-obligation assessment and to learn how we can seamlessly integrate with your hospital’s operations. Visit www.AccessPoint.Health for more information.

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Source: 1. <https://pubmed.ncbi.nlm.nih.gov/10742326/>