Allscripts® Virtual Triage

/Core Solutions

Allscripts Virtual Triage provides a comprehensive digital "front door" to organizations focused on virtually identifying, managing and triaging high-risk patients as efficiently as possible. Developed to be implemented within a few days, this triage solution addresses immediate client concerns surrounding the identification and quick treatment of specific diseases or conditions.

How Allscripts Virtual Triage can help

Large volumes of patients requiring screening and placement
Enables patients to answer relevant questions through a specific questionnaire and be placed in a queue for triage and a potential virtual visit.

Patient volume leading to inability to route patients quickly
Helps patients get quickly routed based on responses for healthcare worker support and intervention.

Lack of ability to support test-positive patients with milder symptoms
Supports sick patients who can manage their symptoms get triaged and seen via virtual visits, and then monitored from home without the risk of infecting others.

Key Features

- **Automated virtual triage**—With recommended CDC-defined screening measures, organizations can boost operational efficiencies to better serve high-risk patients.
- **Quick implementation**—Implementation can be completed in 2–7 days.
- **Questionnaires**—These questionnaires are delivered via client-determined mechanisms (website, portal or text message) to help patients quickly complete them for the best possible results.
- **Client-defined logic and routing**—Ensures organizations can set and maintain routing processes specific to their needs.
- **Mobile and browser friendly**—Clients and patients can engage with this triaging solution from their mobile devices or desktop computers, which helps broaden the levels of use.
- **Standalone, fully hosted solution**—This enables organizations to leverage this solution without needing to own Allscripts Virtual Care (a full telehealth solution).

Outcomes we deliver

- More effectively manage significant uptick in patient demand
- Experience accurate routing of patients to appropriate course of care
- Mitigate unnecessary visits to Emergency Department and Urgent Care
- Drive communication with lower-risk patient populations

To learn more, visit www.allscripts.com

Challenges we address

- **Meeting remote triaging needs**—Organizations must have the ability to triage patients quickly and remotely to ensure organizational resources are not depleted.
- **Care delivery efficiency**—Patients need to be routed quickly to receive access to appropriate levels of care based on current symptoms and exposures.
- **Connecting with every patient**—Healthcare organizations must be able to deliver remote care to support patients who meet criteria for certain conditions, but with mild symptoms where clinic and or hospital visits are not appropriate.

"We are going to do more things outside of the hospital and office and integrate patient care into people's everyday lives. Our fully integrated solution will bring a new level of convenience for patients and providers."

UAMS

"The platform is browser-deployed, providing flexibility to reach our goal of extending services directly to patient homes, yet also supports diagnostic peripherals when connecting to our own centers and specialty consult partners."

Nevada Health Centers

Allscripts®
All *possible*