



# Executive Summary

## 2025





# Community Health

## Seamless 24/7 Access For Clinical & Non-Clinical Calls

Understanding and meeting the unique needs of diverse populations for 29 years. AccessNurse partners with Federally Qualified Health Centers (FQHC) and Community Health Centers (CHC) to meet the needs for 24/7 access for the broad scope of services offered through these growing health centers. We have more than 20 years of experience serving these diverse populations and understand the special support required for these patients.

Features of our community health services and experience include:

- ✓ Nurse Triage for Behavioral & Medical Calls
- ✓ Dental Guidelines
- ✓ Health Information can be emailed and is available in easy-to-read documents written at various literacy levels
- ✓ Multi-level provider on-call capabilities
- ✓ Staff trained in diversity and cultural awareness
- ✓ Support for HIV patients
- ✓ Specialties include:
  - OB/GYN
  - Dental
  - Dermatology
  - Podiatry
  - Other specialties

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# Leader Statement

We are proud to have successfully completed over 40 million patient calls as an organization since the inception of our company. I want to take this opportunity to thank everyone who helped make our successes possible – for being a vital and valued part of our story here at AccessNurse.

AccessNurse is now the premier provider of medical call center services for physicians in the country. In the 29 years since we opened our doors and hearts to patient callers across the country, we have expanded our physician-focused services to include major universities, health plans, and large healthcare organizations across the United States. We are incredibly grateful to our client partners who have fueled our growth and trusted in us to help provide medical advice and guidance to their patients.

Simply put, wherever there has been a need, we have grown to meet that need. Our sustained growth, patient satisfaction scores, team member retention rates, and client retention rates are testaments to our commitment to provide exceptional services.

Of course, none of this would have been possible without the support of our excellent team. From our board-certified Medical Directors to our telephone triage nurses and patient coordinators, each individual has played a vital role in the continued development of our call center. It is their tireless commitment, enthusiasm, support and dedication that have brought us to where we are today. AccessNurse is what it is because of the efforts and contributions of our team members.



I want to express my excitement for the future of our incredible, growing company. Our plan is to expand our services over the next 20 years and beyond. We are committed to exploring innovative solutions to advance our position in the healthcare space.

With your support, we will continue to reach new heights and maintain our status as a leader in the medical call center industry.

Please know that I'm always open to communication and encourage you to share any thoughts or recommendations you may have. Thank you, as always, for your partnership!

*Debbie Rosenberg*

Debbie Rosenberg  
Executive Vice President

AccessNurse & Ambulatory Services



# About AccessNurse

AccessNurse is the premier provider of medical call center services, partnering with more than 20,000 physicians, health plans, colleges and university health centers, and employers across the United States. From the largest healthcare systems to the smallest practices, we understand the unique needs for medical call center services at all levels. In this rapidly changing market, we know that the two most important investments we can make to accomplish our mission are to:

- ✓ **Recruit and Train Exceptional & Qualified Call Center Team**
- ✓ **Utilize Trailblazing Technology to Gather, Track, and Communicate Call**

In our experience, we've learned that it's vital to partner with a medical call center which offers a results-based program that actively supports your long-term and short-term goals while ensuring cost containment. As a true partner, our flexible services are designed to meet your patient-centered care needs. AccessNurse is a cost-effective leader in:

- ✓ **Reducing Inappropriate or Unnecessary Utilization of Healthcare Resources**
- ✓ **Providing Exceptional High-Quality Medical Call Center Services**
- ✓ **Improving Patient Satisfaction**
- ✓ **Promoting Patient Access & Acquisition**
- ✓ **Creating System-Wide Full Service Call Center Solutions**

# Our Corporation

TeamHealth, our parent corporation, is a physician-founded and led medical organization with 45 years of experience and over \$5 billion in annual revenue. It is one of the largest providers of outsourced medical staffing solutions in the United States. With 22 regional locations and multiple service lines, TeamHealth's 20,000+ affiliated healthcare professionals deliver emergency medicine, hospital medicine, anesthesia, urgent care, pediatric staffing, medical call center, and management services to more than 3,400 civilian and military hospitals, clinics, and physician groups across 47 states. TeamHealth has received numerous accolades, including recognition as a 2024 Newsweek America's Greatest Workplace for Diversity, America's Greatest Workplace for Women, and America's Greatest Workplace overall. Additionally, it was named a 2023 Modern Healthcare Top 25 Diversity Leader in Healthcare (Dr. Stan Thompson), a 2023 Becker's 150 Top Places to Work in Healthcare, and a 2023 Becker's Great Healthcare Leaders to Know (Lynn Massingale). Furthermore, it was recognized as one of Forbes' 2024 America's Best-In-State Employers in Tennessee.

“ Our purpose is to perfect the practice of medicine, every day, in everything we do. ”



Dr. Lynn Massingale

Dr. Stan Thompson

## Company Leadership

AccessNurse operates under TeamHealth, our parent company, and led by Dr. Jody Crane, TeamHealth's Chief Medical Officer. This strategic alignment ensures that AccessNurse is well-integrated into TeamHealth's clinical service lines and enhanced clinical support functions.

Dr. Jody Crane is a recognized expert in emergency department operations in the U.S. With extensive experience, he has led healthcare improvement initiatives across six continents. As chief clinical officer of emergency medicine at TeamHealth, he supports clinical quality, safety, and performance improvement for all service lines.



Before joining TeamHealth in 2018, Dr. Crane was a principal at X32 Healthcare, a consulting practice focused on emergency department performance. He previously served as director of operations at Mary Washington Healthcare, senior medical director at Stafford Hospital, and associate regional medical director for the Mid-Atlantic Permanente Medical Group.

In addition to his leadership roles, Dr. Crane is an emergency medicine faculty member for the Institute for Healthcare Improvement and advises the National Institute for Health Research's Collaboration for Leadership in Applied Health Research and Care in Northwest London. He is also a faculty member of the American College of Emergency Physicians ED Directors' Academy. Dr. Crane holds a Physician Executive MBA from the University of Tennessee and a medical degree from the Medical College of Virginia, and he is a board-certified practicing emergency physician.



# Our Partner Clients

Through our physician leadership and commitment to quality, AccessNurse has grown to provide solutions for some of the most prestigious healthcare organizations in the country, including:



I have rounded with all my physicians for their yearly reviews, and I want to pass along that universally all of them have found great value and improvements in their on-call time thanks to AccessNurse. You are a high-quality service, and we appreciate your team.



Dr. Lisa Carpenter, Maine Health

# Our Services

AccessNurse offers a variety of medical call center solutions that are customized to meet your organization's specific goals and objectives for both adult and pediatric patient populations.



**Physician Nurse Triage** — 24/7/365 access to care branded to your individual practice(s) and triaged by an all-RN staff; office hours and after-hours.



**Medical Answering Service** — 24/7 answering services provided by our dedicated clinical staff supervised by an on-site RN manager.



**Community Nurse Triage** — Direct your community callers to the most appropriate level of care.



**Community Health Triage** — Using our integrated care model to service community health centers with under-served and diverse patient populations.



**EMR Interface** — We are unique in our ability and experience to provide seamless EMR integration solutions for our clients. Our senior-level technology staff of 150+ has implemented 350+ electronic medical records (EMRs) across the country.



**TeamDoc Mobile** — This popular HIPAA compliant application integrates with our internal nurse triage system and provides user-friendly one-touch features.



**AccessNurseLink** — Our HIPAA-compliant application enables patients to document their reason for the call from the patient portal to receive a callback from the nurse.



**AccessNurseRota** — Our web-based application allows users to conveniently create, submit and, access on-call provider schedules. The application serves both individual providers and provider groups, enabling users to post individual or multi-day (bulk) schedules.



# Quality Standards

AccessNurse stands behind our goal of providing outstanding medical call center services by consistent oversight of the following elements:

**URAC Accredited** — AccessNurse has been continuously URAC accredited since 2004.

**Governing Boards** — Our internal boards are comprised of physicians, nurses, pharmacists and other healthcare providers through the following groups:

- **QI Committee** — Responsible for reviewing ongoing operations, specifically: call outcomes, urgent chief complaints, call record monitoring, audio monitoring, benchmark studies, and emerging risk identification through predictive analysis. This committee team is comprised of our VP of Clinical Services, QI Manager, Medical Directors, and the Administration Team.
- **Clinical Advisory Board** — This board focuses on inter-rater reliability projects and continuous customer satisfaction. This board keeps current on national healthcare trends and regulations, identifies areas of improvement, and provides feedback to Schmitt-Thompson guideline authors.
- **Nurse Advisory Council** — Monthly meeting of RNs to discuss concerns, review/consider changes related to policy and procedure; supports QI team, operations & training initiatives.
- **Patient Coordinator Advisory Council** — Monthly meeting of PCs and leadership to discuss concerns, review/consider changes related to policy and procedures; supports QI team, operations & training initiatives.

**Board-Certified Physician Oversight** - AccessNurse Adult, Pediatric, Women's Health Medical Directors provide medical oversight for all services.

**Acuity Management Call Model** — With our model, calls are handled based on acuity, ensuring that calls of a potentially urgent nature are handled immediately by an RN and non-urgent calls are returned based on level of acuity.

**Satisfaction Surveys** — We elicit feedback from our callers and clients to ensure continued focus on performance and caller/client satisfaction.

**Comprehensive CQI Program** — Our dynamic, on-going CQI program evaluates, monitors and documents all aspects of call center operations to ensure quality standards are met and exceeded. Features include:

- **Daily Monitoring** —We monitor two vital areas of call center function: communication (via silent monitoring and listening to live and/or recorded calls) and documentation (via call record reviews).
- **Focused Audits** —The QI department conducts focused audits to identify opportunities for improvement in our call process.
- **Benchmarking** — All QI issues are addressed by a cycle of measurement, trends identification, action plans, actions taken and re-measurement.



## Learn More About URAC

URAC is an independent organization that accredits a variety of healthcare organizations based on their function. URAC uses trained reviewers to examine an organization's operations and ensure that healthcare is being delivered in a manner consistent with national healthcare standards.

Becoming URAC accredited demonstrates a commitment to ongoing improvement. URAC accreditation adds value by providing an external seal of approval and promoting quality improvement.

**To learn more about URAC's Health Call Center Accreditation, [click here.](#)**

# Nurse Triage Service Model

AccessNurse delivers cost-effective high-quality service models for our clients. Through our 29 years of experience, we are the industry experts in advising on best call flow, directives, and scripting needs to meet the goals of our clients.

Our primary Nurse Triage Service model is based on our proprietary Acuity Management System. Patient calls are brand answered by a Patient Coordinator (PC) who obtains the reason for the call and gathers demographic information. Calls that meet Acuity Level I criteria are transferred immediately to a RN.

All other calls are placed in a callback queue, with a system-assigned acuity rating based on the chief complaint. A dedicated Charge Nurse reviews each call to ensure the acuity rating is appropriate. A dedicated charge nurse may also, based on nursing judgment, escalate the callback.

Every acuity level is benchmarked for a response time. For example, Acuity Level I calls immediately go to a nurse. An Acuity Level II call is targeted to receive a callback within 10 minutes.

Acuity Level of Chief Complaint	Response Times by Acuity Target (in minutes)
<b>Acuity Level I - Potentially Urgent (Call Sent Directly to RN)</b>	
<b>Acuity Level II - High Acuity</b>	<b>10</b>
<b>Acuity Level III - Medium Acuity</b>	<b>20</b>
<b>Acuity Level IV - Low Acuity</b>	<b>30</b>
<b>Acuity Level V - Non-Symptomatic</b>	<b>45</b>
<b>Average Response Times - All Levels Combined</b>	<b>30</b>

# **Schmitt-Thompson Clinical Content**

AccessNurse RNs utilize sophisticated software with symptom-driven guidelines written by two recognized leaders in the healthcare field, Barton Schmitt, M.D., Pediatrics, and David Thompson, M.D., Adult & Adolescent. In 1994, Dr. Schmitt wrote the first computerized pediatric triage guidelines. Now, 29 years later and more than 175 million calls later, its predominant use in the medical call center industry has established Schmitt-Thompson Clinical Content as the 'Gold Standard' for telephone care. The clinical content is used by more than 400 health systems and health plans and an additional 10,000+ physician practices across the country.



**David Thompson, MD**  
**ADULT CLINICAL CONTENT AUTHOR**



**Barton Schmitt, MD**  
**PEDIATRIC CLINICAL CONTENT**

AccessNurse has become the expert in triage calls through our use of the Schmitt-Thompson Guidelines, as well as our partnerships with Drs. Schmitt and Thompson on numerous projects and collaborations.



**Laticia Humphrey, MSN, RN**  
**AccessNurse Director of  
Quality & Education**

Laticia Humphrey, MSN, RN, Laticia is the Director of Quality & Education at AccessNurse. Since 2011, Laticia has been with AccessNurse. In her role, Laticia is responsible for identifying, developing, assessing, maintaining, and tracking all clinical orientation and education activities. She delivers orientation and in-service training, plans TeamOB and TeamPeds educational coursework and develops annual competency assessments.

Our Director of Clinical Education is a Nurse Clinical Analyst and Reviewer on the Schmitt-Thompson team who reviews, researches, and writes health information content for telehealth triage guidelines.

# **IntefleCS:** **Our Patient-Focused Triage** **Documentation System**

Our triage documentation system is designed to facilitate a user-friendly and intuitive triage and health promotion process that, through automation, is error-free and efficient. By using practice-specific scripting and directives, we can drive fully customized:

- ✓ **Standing Medication & Other Orders**
- ✓ **Paging Protocols**
- ✓ **Technology Resources**
- ✓ **Call Alerts**
- ✓ **Clinical Directives**
- ✓ **Physician Orders**
- ✓ **Patient Alerts**



# Interactive Telephony

AccessNurse utilizes the Interactive Intelligence Telephony System through Adapt. This system includes voice mail, automated call distribution (ACD), interactive voice response (IVR) capabilities and much more. Key differentiators of AccessNurse telephony system include:

## ✓ Genesys Cloud CX Contact Center

- Access Nurse utilizes the Genesys Cloud CX Contact Center solution. This system includes automated call distribution (ACD), interactive voice response (IVR), multiple data center resiliency (hosted on Amazon Web Services), integration with numerous cloud based partners to expand capabilities, and numerous platform certifications (HiTrust, HIPAA, SOC2 Type 2 and more).

## ✓ IVR & Call Routing Expertise

- More than **29** years of experience in designing precise and effective IVR solutions to optimize the patient experience and accuracy of call routing
- Professional voice recording services for a polished presentation to your patients
- Cost containment with IVR optimization or routing to a more appropriate location

## ✓ Skills-Based Routing & Intelligent Queue Management

- Deliver the right call to the right person at the right time.
- Preferred routing of calls to Spanish-speaking Patient Coordinators (PCs) and RNs based on IVR selection
- Deliver calls to the appropriate PC or RN based on established routing rules to ensure highest quality interaction

## ✓ Custom Greetings & Workflows By Individual Toll-Free Numbers

- Screen pop technology and other Computer Telephony Integration (CTI) are used to deliver customized greetings and workflows at the practice or specialty level
- Improves accuracy and provides a seamless experience to the patient
- Reduces risk of HIPAA violations or other errors by automatically linking patient to correct client/location within the software

## ✓ Call & Screen Recording

- All calls are recorded and stored
- In addition to the audio recordings, screen recordings are captured to aid in coaching and monitoring activities
- Call recordings can be posted to your secure client portal upon request

## ✓ Detailed Call Statistics Reporting

- Detailed telephony statistics can be provided down to the individual toll-free number level
- Real-time dashboards are used to monitor performance and ensure adherence to service level metrics 24/7/365.

# System Recovery

AccessNurse is supported by TeamHealth's Information Technology (IT) department and data center, giving us access to several information technologies that successfully support our business applications such as the Local Area Network (LAN) and Wide Area Network (WAN) that comprise the TeamHealth Network (THN) as well as database servers, Internet and intranet connectivity, e-mail, application servers, terminal servers, network management servers, communications servers, etc.

AccessNurse has access to 250+ IT staff members with additional on-call personnel available 24/7 to ensure support is available to maintain business continuity. In addition, we implemented a comprehensive disaster recovery plan designed to recover computer information services provided by the TeamHealth data center and networks in the event of a catastrophic event or natural disaster.

**"Our team takes great pride in the results of our efforts to maintain uninterrupted system uptime. During the past 12 months, AccessNurse has experienced system uptime of 99.999%."**

**Lorin F., Director of Enterprise Information Technology,  
Business Systems Solutions**

## Service Compliance

Our company maintains a comprehensive compliance program that is consistent with all regulating organizations and is fully HIPAA compliant. Under the leadership of our corporate Chief Compliance Officer, the program is multi-layered and dynamic and takes all of our business and service lines into consideration. Additionally, TeamHealth has an Executive Compliance Committee that ensures the corporate culture of high ethics is continually emphasized.

## Service Accessibility

To provide access to services for the hearing impaired, AccessNurse supports TTY or TDD (telecommunication devices for the deaf) technology. AccessNurse supports our translation services with bilingual staff and Voiance Language Services, LLC, a division of CyraCom. Voiance provides translation for virtually any language and reports an average connection to interpreters of 15 seconds or less.

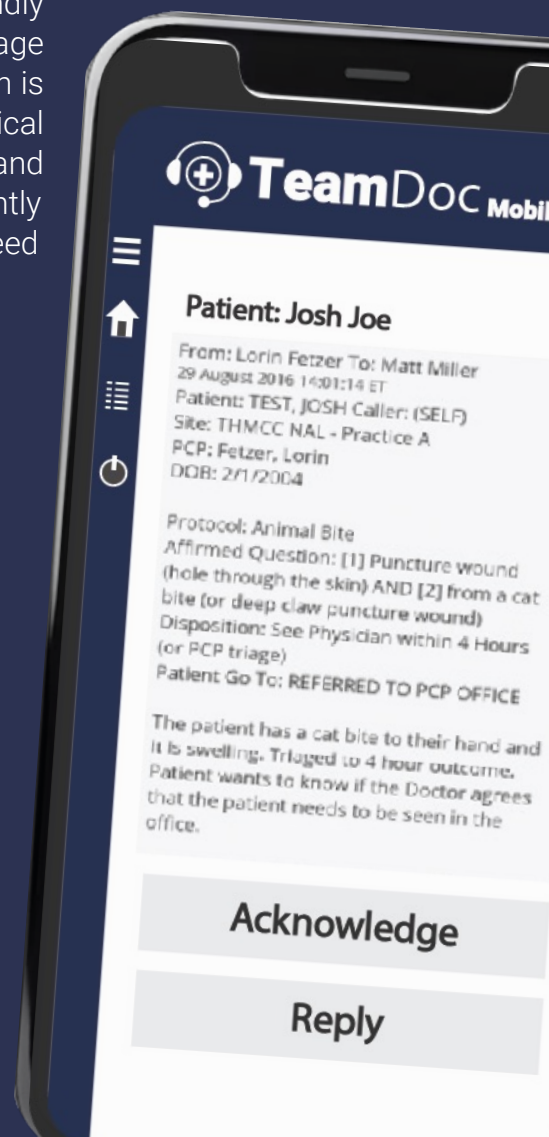




# TeamDoc Mobile

TeamDoc Mobile is our secure, web-based, mobile-friendly messaging solution. Fully integrated with our triage system, it ensures that detailed patient triage information is immediately accessible to on-call providers during clinical decision-making. Providers can review triage details and nursing notes, and then communicate with RNs conveniently using customizable one-touch options, eliminating the need for text messages or phone calls.

- ✓ **Fast, Easy and Efficient**
- ✓ **One-Stop Shop to View Patient Triage information & Symptoms**
- ✓ **Often Eliminates Phone Calls to Providers**
- ✓ **Provider Call Handling Flexibility**
- ✓ **Hidden Provider Caller ID Capabilities**
- ✓ **72-Hour Access to Patient Messages**
- ✓ **Streamlined Provider Workflow**
- ✓ **Easy Use for On-Call Providers, Post-Discharge Providers, Hospitalists and RNs**
- ✓ **Used by our clinical and answering service staff.**





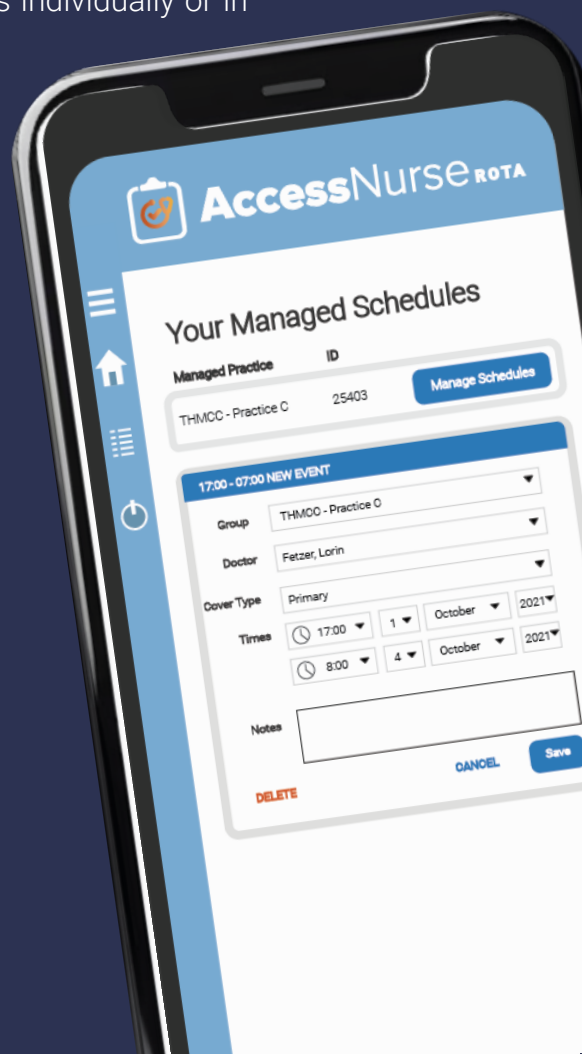
# AccessNurse<sub>ROTA</sub>

A web-based application designed for easy submission and access to on-call provider schedules. This solution caters to both individual providers and provider groups, allowing users to post schedules individually or in bulk.

- ✓ Practice Managers can store, view, and, print on-call schedules all in one place.
- ✓ Send reminders to the Practice Managers within the application if a schedule has not been entered for the month.
- ✓ Scheduled information is immediately transmitted to our internal triage system allowing our staff to access the right provider at the right time.

Easily manage on-call schedules:

- Add a new on-call shift to the schedule
- Assign a practice/provider for an on-call shift (cover type, cover time, etc.)
- Add and assign notes to on-call schedules







NurseLink streamlines the patient intake process with a simple and efficient online form, enabling the nurse triage process between the patients and RN conveniently. With just one click on your website, patients or your office staff can input patient symptoms and request a callback from a nurse.

- ✓ Improved Patient Experience
- ✓ Cost Savings
- ✓ Enhanced Seamless Workflow
- ✓ Extended Patient Demographics

Research indicates a growing demand for digital healthcare options, with 56% of patients expressing a desire for more digital solutions and 69% of healthcare providers emphasizing the importance of digital and mobile access for patients\*. These findings underscore the significance of additional online care access points in enhancing the overall patient care experience.

NurseLink can enhance patient engagement with your organization's care services.

**AccessNurseLINK**

**Patient: Josh Joe**

How can the Nurse help you today?  
Our cat bit my son & it's infected.

Choose the best option for the reason for the call.  
Animal Bite

Preferred Language  
English

Applicants Relation to the Patient  
Parent - Mother

Applicants First Name  
Mary

Applicants Last Name  
Doe

What is the best phone number to reach you?  
Doe

Are you a patient of Community General?  
Yes

Choose your location and physician.  
Dr. Tim Burton - Green River Practice

Patient First Name  
James

Patient Last Name  
Doe

Patient Date of Birth  
02/20/17

**Submit**

# Recruiting

## To be the best, we hire the best.

With over 15 years of recruiting experience, our recruiting team plays a crucial role in building a skilled workforce that can effectively handle the demands of our medical call center, providing excellent support to patient callers and our clients.

## Meet Our Recruiters



**Stephany McNew, RN-BSN**  
Recruiting Manager



**Samantha Bennett, BSN, RN**  
Clinical Recruiter



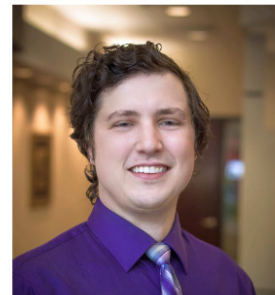
**Kristin Donadeo, RN MSN**  
Clinical Recruiter



**Ashley Cannon**  
Recruiting Coordinator



**Sherry Mash**  
Non-Clinical Recruiting Specialist



**Eric Rando**  
Recruiting Specialist

## Training & Development

AccessNurse staff completes a formal orientation program led by our Director of Quality & Education in our training program and then participates in a preceptor training. Training includes focused classroom instruction, live calls with a one-on-one preceptor, and an assigned mentor. Staff is also trained in cultural diversity and working with dual-eligible and dual-diagnosis members. Staff must be deemed competent by our Clinical Director of Education in our various programs, including TeamPeds, TeamOB and TeamCare, prior to independent work. Additionally, we have a robust on-going education program for both clinical and non-clinical staff. Our Adult, Women's Health, and Pediatric Medical Directors participate in these programs. Our RNs participate in an internal training program followed by a preceptorship. They also must be deemed competent in customer service and cultural diversity.

# Client Relations (CR)

**A dedicated resource that provides strategic account management for each of our clients.**

One key AccessNurse differentiator that speaks to the strength of our business partnerships is our Client Relations team, which is made up of Client Relations Managers (CRMs), data analysts and VP of Strategic Client Relations. Each member of Client Relations works directly with AccessNurse management to provide leadership and ensure overall quality and responsiveness in all AccessNurse endeavours. Each client is assigned a Client Relations representative who works directly with the client to ensure that practice and clinical goals and objectives are met. The team works together to ensure that all physician profiles and client data is consistently updated and that reports are customized to meet each client's needs.

We adhere to our Client's for Life philosophy, which means we commit to professionally and proactively manage each of our client relationships. AccessNurse does this by listening and providing flexible services tailored to each of our client's unique business needs. The success of our business partnerships is evident in our 97% client retention rate.

To ensure that every aspect of our service delivers a quality experience for callers, and that service solutions meet the specific objectives of our clients, we have made caller satisfaction one of our key performance indicators. To measure performance, random caller satisfaction surveys are conducted on a regular basis and reported quarterly. Surveys include content about the quality of services and level of care and compassion provided by the nurse. Clients are provided survey results using aggregate data compiled by the Quality Improvement Department.

## Meet Our CR Team



**Karen Brown, RN**  
VP Strategic Growth &  
Client Relations



**Freeman M. Cooper III**  
Director, Client Relations



**Lisa Bradley, RN**  
Client Relations Manager



**Sara Bridges**  
Sr. Client Relations Specialist



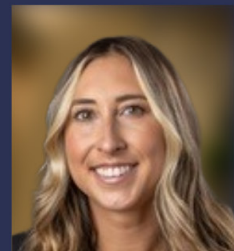
**Dan M Doyle MSN, RN**  
Client Relations Manager



**Connie Collins, CPXP**  
Client Relations Manager



**Susan Kirkendol**  
Client Relations Manager



**Alivia Adams**  
Client Relations Specialist





# TeamPeds

AccessNurse recognizes the special skill set required to provide the highest quality pediatric nurse triage. That's why we developed TeamPeds a specialized pediatric program. TeamPeds ensures that your patients have a nurse trained in pediatric telephone triage who will provide an excellent clinical service and a positive patient experience no matter the time of day.

- ✓ **Specialized RN Pediatric Training & Testing**
- ✓ **Utilization of Barton Schmitt Triage Guidelines**
- ✓ **Pediatric Medical Director Clinical Oversight**
- ✓ **Ongoing Required Monthly Pediatric Inservices**
- ✓ **Ability to E-mail Callers Care Advice**
- ✓ **Practice-Specific Customized Directives**
- ✓ **Proprietary Acuity Management System**
- ✓ **24/7/365 Patient Access to Nurse Triage Services**



## Meet Our Pediatric Medical Director

Dr. Lise Marie Christensen has been with TeamHealth for over 18 years. As AccessNurse's Pediatric Medical Director, she provides clinical oversight for the TeamPeds pediatric program, ensuring the review and approval of pediatric policies and guidelines, as well as overseeing specific clinical functions of the staff.





# TeamOB

TeamOB provides prenatal care, triage, and education for expectant mothers. With pregnancy being an exciting yet busy time, many women may overlook important health changes. Nearly one-third will face pregnancy-related complications, and lack of proper prenatal care can increase risks. To address this need, AccessNurse has developed TeamOB, a clinical program that partners with providers and hospitals to offer 24/7 obstetric care.

- ✓ **An All-RN Staff Specialized in OB Triage**
- ✓ **An OB Quality Insurance (QI) Program**
- ✓ **A dedicated RN-C, MSN, ED Obstetrics Trainer**
  - Professor of Nursing at local university
  - 19+ years of teaching experience
  - Course Coordinator for Maternal-Child Nursing
  - Certified in inpatient OB
  - Certified in electronic fetal monitoring
  - Extensive L&D experience
- ✓ **Nurses Specially Trained & Tested in Obstetrics (Training includes high risk OB)**

Our TeamOB nurse training program includes study requirements and mastery of 23 Schmitt-Thompson triage guidelines with nurse advice specific to conditions and complications related to pregnancy.



## Meet Our Women's Health Director

Dr. Meredith Delp, DO is AccessNurse Women's Health Medical Director. With 11 years of experience in the OB-GYN field. Currently serving as the Facility Medical Director at TeamHealth, our parent company, she brings a wealth of expertise to our Women's Health nurse triage program. Dr. Delp takes a proactive approach in providing medical oversight for all aspects of our Women's Health program's continuous improvement, collaborating with our clinical management staff and clients to ensure high-quality nurse triage.

# Medical Directors

Our in-house Adult, Pediatric and Women's Health Medical Directors are full-time employees of our Parent Corporation, TeamHealth, and provide medical oversight for all aspects of our program. In their role, they take a proactive stance and play a major role in our program's continual improvement process, working with our entire management staff to continually re-examine our program. Additional responsibilities of our Medical Directors includes:

- ✓ Providing medical leadership for the AccessNurse Quality Improvement (QI) Committee
- ✓ Providing medical leadership for the AccessNurse Clinical Advisory board
- ✓ Developing and participating in staff training regularly
- ✓ Collaborating with call center leadership continually



## **Lise Christensen, MD - Pediatric Medical Director**

Dr. Lise Marie Christensen has been with TeamHealth for over 18 years. As AccessNurse's Pediatric Medical Director, she provides clinical oversight for the TeamPeds pediatric program, ensuring the review and approval of pediatric policies and guidelines, as well as overseeing specific clinical functions of the staff. Additionally, Dr. Christensen serves as the Assistant Director of the Emergency Department at East Tennessee's Children's Hospital in Knoxville and is a board member of the Knoxville Academy of Medicine. She graduated from the University of Wisconsin Medical School in Madison and completed her pediatric residency at Cincinnati's Children's Hospital Medical Center.



## **Joseph Chow, MD - Adult Medical Director**

Dr. Joseph Chow is AccessNurse's Adult Medical Director and is responsible for clinical oversight of the call center and clinical staff. He also provides executive guidance to the clinical risk management programs and serves on AccessNurse's QI Committee, where he oversees all call center quality improvement initiatives. Dr. Chow joined TeamHealth in 2012 and received the TeamHealth Urgent Care Medical Director of the Year award the following year. He serves on TeamHealth's Patient Safety Organization Board of Directors and is an elected board member of the Urgent Care Association.



## **Meredith Delp, MD - Womens Health Medical Director**

Dr. Meredith Delp, DO is AccessNurse Women's Health Medical Director. With 11 years of experience in the OB-GYN field, Dr. Delp, has been both a dedicated provider & a skilled Site Director. Currently serving as the Facility Medical Director at TeamHealth, our parent company, she brings a wealth of expertise to our Women's Health nurse triage program. Dr. Delp takes a proactive approach in providing medical oversight for all aspects of our Women's Health program's continuous improvement, collaborating with our clinical management staff and clients to ensure high-quality nurse triage. Actively involved in the medical community, Dr. Delp is a proud member of the American Board of Obstetricians & Gynecologists

# STAY IN TOUCH



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844. 277.6312



[www.accessnurse.com](http://www.accessnurse.com)



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