

# Our Experience Makes The **Difference.**



AccessNurse has been the leading provider of medical call center services for 29 years, supporting over 20,000 specialty and general providers, practices, hospital health systems, in-house call centers, and community health centers. With experience managing more than 40 million patient calls, we are dedicated to delivering exceptional support and care.

## Comprehensive **Service** Offerings

### »» Nurse Triage

24/7/365 Access to care branded to your individual practice(s) and triaged by an all-RN staff.

### »» Medical Answering Services

24/7/365 Answering services provided by our dedicated Patient Coordinators (PCs) supervised by an on-site RN manager.

### »» Virtual Services

Our suite of virtual services includes: AI Virtual Assistant, Self Triage, Appointment Scheduling and Telemedicine.

## Healthcare **Markets** That We Support

### »» Specialty & Primary Care Practices

### »» Health Systems

### »» Community Health Centers

### »» Health Plans

## Delivering **Quality** Care

### »» Schmitt-Thompson Clinical Content Guidelines

- We use these guidelines as a decision support tool to assist our care process through data collection, triage, decision-making, disposition selection, and advice-giving processes.
- The clinical content is used by more than 400 health systems and health plans and an additional 10,000 physician practices.
- Our Adult Medical Director, Dr. Joe Chow, provides oversight to our adult clinical programs.

## Team**Peds**

- 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.
- Our Pediatric Medical Director, Dr. Lise Christensen, provides oversight to our pediatrics program.

## Team**OB**

- TeamOB provides prenatal care, triage, and education for expectant mothers. 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
- Our Women's Health Medical Director, Dr. Meredith Delp, provides oversight to our OBGYN program.



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