



Nurse Triage & Advice

Improving Patient Care & Accessibility



URAC accredited Fonemed provides nurse advice services to physician practices, benefits providers, EAPs, hospitals, universities, TPAs, job corps centers, health crisis hotlines, distributors/resellers, case management organizations and home healthcare monitoring organizations. We currently serve more than 2,300 client sub-groups throughout the U.S., Canada, and the Caribbean. Our service saved them over \$30 million in 2013 and gained a client and patient satisfaction rating of more than 95%.

What We Provide

- 24/7 evaluation of patient symptoms via the phone by specially trained licensed registered nurses
- Dedicated toll-free number with customized greeting
- Comprehensive symptom-based assessment using the gold standard Schmitt/Thompson Protocols
- Supplementary health information
- Encounter documentation for inclusion in Electronic Medical Records (EMRs)
- Customized data gathering questions as requested
- Client-specific information loaded onto Fonemed's proprietary software platform
- Maintenance of physician on-call schedules as applicable
- Audio Health Information Library with information on more than 2,000 topics

Why Fonemed?

- Fully accredited by URAC for health call center services since 2000
- Call Recording available for review when needed
- Contracting. No hidden fees and one-year contracts
- RN triage. Licensed RNs with, on average, more than 10 years of clinical experience
- English/Spanish available at no extra charge. Interpretation service available for other languages
- HIPAA, HITECH and PIPEDA compliant
- More malpractice insurance than required by industry standard. No claims in 18 years of service
- Individual attention. Group-specific data for each client and 24/7 supervisor access
- Reports. Individual encounter reports plus monthly or quarterly aggregated call report
- References are available from practices of all sizes and specialties



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