

Nurse Triage Solution for a Leading Midwest Medical Center

When it comes to medical necessities or emergencies, proper communication and up-to-date patient information is a must. One leading Midwest medical center knew they needed a better system to manage their data for medical triage, health education, screening registration, and interpreter support—as well as their 24/7 hub consisting of a full-service switchboard, code oversight, and telecommunications support.

Inherited Challenges

The medical center's call center needed a more effective way to collect incoming patient information provided during calls. Their nurses also needed a better system for maintaining patient information so that when calls came through, updated records were easily accessible in the call center—making it easier to direct patients to the appropriate medical practitioners and personnel.

In the middle of a different firm's Salesforce implementation project, the medical center was informed that the firm had closed up shop and could no longer complete their project. With that partner no longer available and the original go-live date looming, they had to move quickly to find a new partner to meet the approaching deadline.

Streamlined Solutions

The medical center reached out to Silverline to help finish what the other firm could not. In turn, Silverline partnered with TriageLogic. The previous work performed was not viable, so Silverline unwound the existing Salesforce implementation and started fresh within an accelerated timeline. Silverline spun up a custom Nurse Triage solution that connected seamlessly with TriageLogic's Patient Engagement Center model.

Rapid Results

Within two and a half months, the solution was ready for use. The newly created org allows nurses to quickly navigate patients and consumers to the most appropriate level and location of care based on best practice symptom management and protocols.

The MyTriageCheckList from TriageLogic, along with Salesforce, provides the tools and information needed for nurses to easily access symptom-based protocols and determine the most appropriate disposition and care advice to callers.

About Silverline

As a Salesforce Platinum Partner, Silverline leverages best practices acquired by 1,200+ implementations, with significant expertise in the Healthcare industry. Silverline operates across various Healthcare industry sub-segments including Providers, Payers, Medical Devices, and Biotech Life Sciences. Our Industry solution focus combines Strategic Advisory, technical implementation, and ongoing Managed Services to enable organizations to achieve maximum value with the Salesforce platform.

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