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Allscripts Developer Program Presents the Next Generation of Patient Triage
Health Desk optimizes patient support for physician offices

Chapel Hill, NC. (8/6/2015) Keona Health, a healthcare software company focused on streamlining the triage process, has been recognized by Allscripts for their innovation in telephone triage. As Allscripts July 2015 App of the Month, [Health Desk](#) is a software platform certified for Allscripts TouchWorks® EHR and Allscripts Professional EHR™ (on premise) users that streamlines the triage process and saves providers thousands of hours of phone time each year.

“Keona Health is yet another example of the power of innovation for an open platform,” said Stanley Crane, Chief Innovation Officer at Allscripts. “Keona’s integrated triage is unique in leveraging Allscripts EHR and gold-standard protocols to improve service and engagement over the telephone.”

Triage clinical decision support helps ensure patients answer the right questions before reaching a nurse or physician. The clinician ultimately taking the call has the information and expertise to respond quickly and clearly to the issue. Patients may call, or even ask for health advice over smartphone, tablet or computer.

The average U.S. medical practice receives 2,000-3,000 phone calls per year for each medical provider. Without Keona Health, each triage call takes an estimated 10-15 minutes. A clinic with three medical providers may spend as many as 1,500 hours each year in answering these phone calls. With Keona Health, this time can be reduced to 855 hours each year – or a time savings of 43%.

“Health Desk is aimed at providing relief for what is widely recognized to be one of the biggest pain points in medicine today, patient telephone support” said Oakkar Oakkar, CEO at Keona Health. “Our approach improves response time, reduces cost, and increases patient and staff satisfaction.”

Keona Health will be exhibiting at the [Allscripts Client Experience](#) in Boston, August 5-7, demonstrating their integration to Allscripts Professional and TouchWorks EHRs. Learn more on the [Allscripts Application Store](#).