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PRESS RELEASE
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Keona Health recognized for innovation in telephone triage
Health Desk optimizes telephone calls

Chapel Hill, NC. (6/27/2016) Keona Health, a healthcare software company focused on optimizing telephone calls, has been recognized by Allscripts for their innovation in telephone triage. As Allscripts June 2016 App of the Month, [Health Desk](#) is a software platform certified for Allscripts EHR users that streamlines the triage process and saves providers thousands of hours of phone time each year.

The average U.S. medical practice receives 1,500-3,000 triage calls per year for each medical provider. Another 3,000 calls per provider are non-clinical. Without Keona Health, each triage call takes an estimated 10-15 minutes, and non-clinical calls take 3-5 minutes. A clinic with three medical providers may spend as many as 1,500 hours each year in answering these phone calls.

(Radecki, Stephen E., Neville Richard E., and Girard Roger A. "Telephone Patient Management by Primary Care Physicians." *Medical Care* 27, no. 8: 818; *see also* Poole SR, Glade G. Cost-efficient telephone care during pediatric office hours. *Pediatr Ann.*2001;30:256– 267)

Health Desk brings a number of innovations to telephone triage and call centers. Custom branching protocols ensure each provider's workflow and documentation needs are met. Triage clinical decision support helps ensure patients answer the right questions even before reaching a nurse or physician. Reporting features include important metrics such as resolution time and first contact resolution. In addition to calling, patients may ask for health advice over smartphone, tablet or computer. It is all reported and tightly integrated with the Allscripts EHR.

"Health Desk provides relief for 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 hosting an [informational webinar](#) for Allscripts clients on Wednesday, June 29 at 1 ET. Keona Health will also be exhibiting at the [Allscripts Client Experience](#) in Las Vegas, August 9-11, demonstrating their integration. Learn more about Health Desk at <https://store.allscripts.com>.