



COVID-19 EMERGENCY SOLUTION OVERVIEW

Thank you for your time during this process.

We appreciate the opportunity to present a comprehensive patient emergency system for your practices.

This document outlines a summary of the solutions available. Each option can be selected separately and the speed in implementation is based on availability at the time of our meeting.

We are also providing the option for remote patient monitoring (RPM) as a planning for patients who will need to be sent home with a device. We have not included details of RPM to this proposal.

Sincerely,

Ravi Raheja, Medical Director

TriageLogic Group

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COVID-19 SOLUTION OVERVIEW

TriageLogic provides a turnkey system to help address phone calls related to COVID-19. Solutions available are as follows:

1. **COVID-19 TRAINED NON-CLINICAL HOTLINE** available 24/7 to ask screening questions, provide information, and follow client-specific scripts. This hotline can support your clinical staff or integrate with the Office Triage Platform.
2. **TRIAGE PLATFORM WITH COVID-19 PROTOCOLS** for your nurses to address patient phone calls. ([Click Here](#) to learn more). Easy to train and can be implemented quickly. We can also set up Hipaa-compliant phone lines if you need your staff to work remotely.
3. **REMOTE-DEVICE PATIENT MONITORING** by trained nurses as an option to add. ([Click Here](#) to learn more)
4. **ORGANIZATION-SPECIFIC Covid-19 MOBILE APP and Website** for patients to connect and keep updated about the current pandemic. See more information below.

WEBSITE AND MOBILE APPLICATION OPTION

Organization-specific mobile app (and website) for patients to connect and keep updated about the current pandemic.

HOW DOES THE MOBILE APP WORK?

Patients download the app and as part of the simple sign up process they get connected to your organization's specific resources. The same information can also be available on a website for patients to access.

INFORMATION IN THE MOBILE APP:

The mobile app includes links to the CDC web page, links to your practice EMR, access to your organization-specific resources such as telemedicine, urgent care, and hotlines.

- Includes information to allow patients to learn more and how to take care of themselves.
- Updates in real-time as new information becomes available.
- Contacting non-clinical COVID-19 trained hotline with the app.

Mobile application contains information on how to contact non-clinical staff and we can also add a button to contact your nurses and clinical staff.

Note: COVID-19 related script by non-clinical staff must be approved by client.

Remote patient monitoring is available upon request.

COMPANY OVERVIEW

Founded by board certified physician Dr. Ravi Raheja and Charu Raheja, Ph.D., the TriageLogic Group is a leader in nurse triage technology and services as well as solutions for remote patient monitoring and mobile applications. The company's goal is to improve access to health care and reduce cost for providers and patients, backed by high quality nurses and doctors. The company is URAC accredited, and it focuses on telephone patient triage by integrating a unique blend of innovative communication solutions with medical expertise.

Today, TriageLogic is a leading provider of top-quality nurse triage, mobile applications for patient access and engagement, and medical call center solutions. The TriageLogic Group serves over 20,000 physicians nationwide. With over 12 years of experience and six customizable products, TriageLogic partners with private practices, hospitals, and corporations throughout the U.S.

Visit www.TriageLogic.com for more information.

TriageLogic® is a Certified Women Business Enterprise (WBENC) and have Full Accreditation from URAC for Health Call Center (Expiration Date: 04/01/2023).

THANK YOU!

Ravi Raheja, M.D.

cc: Amy Smith

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