



TeamDoc

Mobile



AccessNurse™

A TeamHealth Company

TeamDoc Mobile: a web-friendly, secure messaging application added to your call center solution that **strengthens the connection to your patient's care**

TeamDoc Mobile is AccessNurse's integrated, mobile-friendly web application that allows direct nurse-to-provider secure messaging. Because **TeamDoc Mobile** is inter-woven with our triage system, patient information can be instantly displayed to the on-call provider who has the ability to respond appropriately at that point of contact.

TeamDoc Mobile facilitates fast, easy provider access to critical patient information without the additional step of speaking with a triage nurse. Secure messaging grants efficient communication between the provider and triage nurse without any wait time.



ADVANTAGES & HIGHLIGHTS

- Provider satisfaction with fast, easy and efficient access to information and response capabilities
- All messaging is HIPAA compliant
- Eliminates need for most phone calls
- TeamDoc Mobile communicates with hospitalists in conjunction with our 30-Day Readmission Reduction Program
- Most frequently typed responses from providers are selectable, thus reducing keystrokes and response time
- System assists with quality and workflow
- AccessNurse's triage system documents the provider's response, including notes to the nurse, closing the loop
- TeamDoc Mobile is a completely integrated mobile-friendly web application that works with all mobile devices as a web interface

KEY FEATURES FOR PROVIDERS

- Providers have fast, easy and efficient access to important information.
- Patient information and symptoms are displayed to the provider.
- The need to call the triage nurse back is often eliminated.
- Providers have flexibility and can execute call handling as desired. Providers can:
 - *Agree with the disposition*
 - *Message the nurse*
 - *Call the nurse*
 - *Call the patient*
- Providers can "Agree with the disposition" and eliminate the need for a call.
- Providers can call the patient with confidence that the caller ID number is hidden.
- Providers can view all current messages and older historical messages.
- Provider workflow is streamlined.
- Providers have increased productivity and quality.
- Users include on-call providers, post-discharge providers, hospitalists, practice managers, nurses and patient coordinators.

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Key



TEAMDoc Mobile

Features

INTEGRATION WITH TRIAGE SYSTEM

Because TeamDoc Mobile integrates with our proprietary triage documentation software, all relevant clinical and/or non-clinical information is sent in order to help the provider make the best informed decision possible.

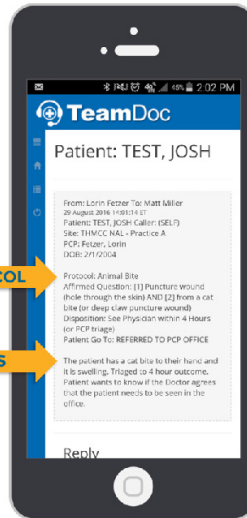
CLINICAL CALLS

In addition to general patient demographics and call time/date information, clinical (triage) call messages include:

- Schmitt-Thompson protocol used
- Triage outcome
- RN call notes

S-T PROTOCOL

RN NOTES

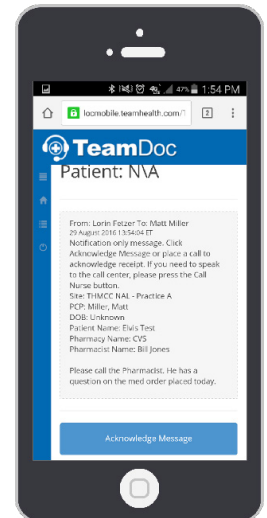


NON-CLINICAL CALLS

Non-clinical, or 'Notification Only' messages may not require responses, and typically consist of the following information:

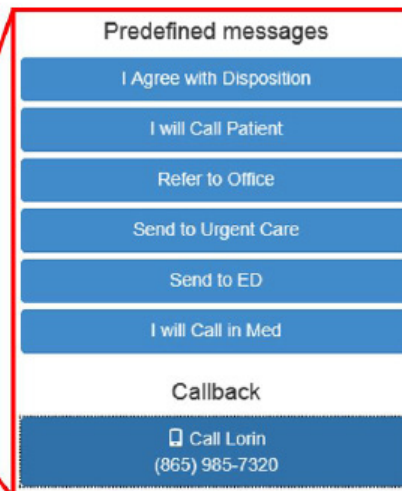
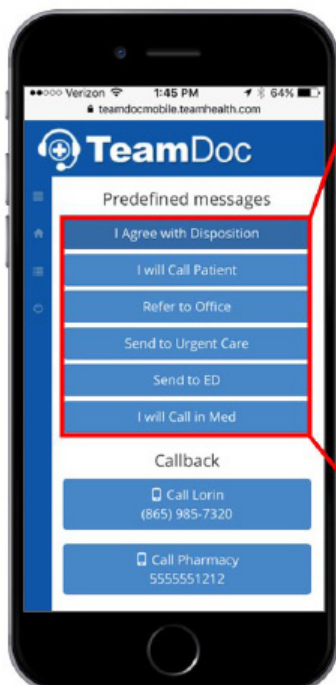
- Newborn Notifications
- Return a Provider's Call
- Call Pharmacy
- Call Laboratory

In each case, a customized list of one-click options are available for the provider to choose from.



CONVENIENCE OF ONE-CLICK OPTIONS

TeamDoc Mobile saves time by giving providers a variety of one-touch options to communicate to the triage nurse.



QUALITY IS KEY

AccessNurse has been URAC accredited as a Health Call Center since 2004.



URAC is an independent organization that examines an organization's operations to ensure that healthcare is being delivered in a manner consistent with national standards.

Becoming URAC accredited demonstrates a commitment to ongoing improvement. URAC accreditation adds value by providing an external seal of approval and promoting quality improvement.

"TeamDoc Mobile worked beautifully. I was attending a talent show for my son and my biggest fear was getting called during the show -- especially during my son's part. I did get texted but did not have to step out of the show, and was able to take care of the problem with messaging alone. That was totally great!"

- Alice Lee, MD, Johns Hopkins