

# Pandemic Triage

## Clinical Decision Support



In a pandemic situation, disease can spread rapidly across the country and around the world. A substantial percentage of the world's population will require some form of medical care, overwhelming healthcare facilities and outstripping supplies of antiviral vaccines.

Providing public access to health information and advice, and effective distribution of drugs, are primary components of the management strategy to limit the spread of infection and reducing demand on health resources.

### Taking Control

Pandemic Triage has been designed by health professionals to meet these specific needs. The solution enables the public and health workers to accurately assess potential cases based on symptoms and duration, provide care advice and where appropriate, authorise and issue antivirals.

The solution is modular and multi-channel, supporting phone, web, IVR and SMS as required. These channels can work together or standalone, and can also be integrated into other services such as CRMs, GP, hospital, and pharmacy systems.

### Supporting Call Operators

Pandemic Triage can be used by clinicians and call handlers to quickly and accurately assess patients and determine eligibility for antivirals. Dashboards keep users apprised of health trends, messages and alerts. The system is quickly deployed, highly flexible and supports operators at home, office and abroad, ensuring full utilisation of available staff and rapid up-scale to meet demand.

### Public Self Assessment

By facilitating rapid access to medical assessment and advice, the self assessment triage solutions provide reassurance and clear guidance to the public. Whether they self assess via the web, SMS or by phone through an IVR, patients are accurately triaged and directed to the appropriate resources without the need for a clinician.

### Consistent, Accurate and Low Risk

Consistent use of the clinical algorithms and content in the call centre and self-assessment channels enables consistency of triage and referral of patients to the right point of care based on demands and severity. The clinical algorithms and the outcomes that underpin Pandemic Triage can also be easily modified and quickly adapted as the situation develops and the demands change.

- Assists in limiting the spread of infection
- Fast deployment to respond to surge in demand
- Assessment through multiple channels
- Consistent approach to assessment of symptoms, priorities and signposting of care pathways
- Supports those who are unwell but can self care
- Efficient utilisation of resources
- Ability to quickly adapt advice and outcomes



## Fast and Responsive

Pandemic Triage is a robust, scalable solution that can be deployed very quickly on a local or national level as demand changes.

Based on highly accessible technology the inherent flexibility of the system enables customisation to respond to pandemic outbreaks or emergencies of varying types and severity. The system allows for changes in real-time including activating new call operators, adding triage options and updating health information and advice. The solution supports multiple languages and can easily be extended to integrate with other systems and sources of information, ensuring responses are coordinated and effective.

## Managing Resources and Saving Costs

By establishing the most appropriate level of care and assisting with the coordination of services, the Pandemic Triage reduces over use of health facilities and effective management of scarce resources.

## Consistent Communication

As the system provides advice to those who believe they are at risk in an emergency situation or pandemic, the solution is a vital component in the communications strategy to the public. Fast, easy access to comprehensive and consistent advice through all triage channels promotes confidence and reduces the spread of infection.

## Monitoring

The information collected during the triage process provides invaluable information for those responsible for managing the allocation of resources and the response to the pandemic in terms of location of populations affected, severity of symptoms and emerging trends.

## An Industry Leading Disease Surveillance and Management System for Public Health Professionals

Pandemic triage is an integral part of the IBM Public Health Solution for Disease Surveillance and Management (SDSM). This modular solution provides public health professionals with integrated tools that assist in monitoring public health and effectively detecting and managing disease outbreaks as they move across geographic regions.

The main components include:

- Multi-channel triage, advice and antiviral allocation
- Documentation of potential cases
- Distribution of antiviral drugs
- Management of antiviral stockpile
- Integration with Outbreak management tools
- Integrated Reporting Tools
- Analysis of case distribution and resupply patterns

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