

A proven solution for consistent, accessible telephone triage

Capita provides all you need to set up an effective telephone triage system, offering customisable clinical decision support and patient relationship management to suit your local healthcare requirements.

From our trusted clinical content, developed by clinicians, to our intuitive user interface and sophisticated application programming interface (API) which integrates clinical content and relationship management seamlessly, you can ensure safe, consistent clinical decisions.



How does it work?

Capita Healthcare Decisions Teletriage Suite combines an intuitive user interface and patient record system with sophisticated clinical decision support protocols to guide trained call handlers, nurses, doctors and other healthcare professionals through a safe, efficient assessment of a patient's symptoms over the telephone. Offering an appealing user experience for clinicians and call handlers, you have the integrated tools you need to promote wellness across communities.



Trusted, proven clinical content developed by clinicians presented on an intuitive user interface



Choose between our user-friendly patient relationship management system or remain with your existing CRM




Scalable API seamlessly integrates clinical content and patient relationship management, including with your existing CRM

Increased access to health advice

Salus TeleGuides provides quick, easy access to safe, authoritative, reliable health advice, 24 hours a day, 7 days a week. It extends public access to healthcare services, helping to resolve regional inequalities in service provision.





Salus TeleGuides: trusted, proven clinical content

Designed and intended for use by clinically trained call handlers, nurses, GPs and other healthcare professionals, Salus TeleGuides clinical content supports the safe, consistent assessment of a patient's presenting symptoms over the telephone.

Our health content is created and continually updated by our experienced in-house clinical editorial team before being reviewed by an external panel of medical experts with input from a patient panel to ensure clarity for callers.

Trusted health advice

Globally, our decision support technology has handled over 100 million patient assessments, making it the most extensively used and trusted health assessment solution in the world.

Presented in a modern, intuitive, appealing way, the content uses inbuilt logic, taking the clinician or call handler through a series of questions, using sophisticated algorithms which take into account factors such as age, gender and previous responses. At the end of the assessment, clear guidance is provided on the most appropriate care and next steps for the patient.

TeleGuides content is easy to use and configure to meet local needs, such as reflecting local clinical guidance, disease patterns, languages, patient demographics and the local healthcare system, enabling you to deliver an instantly accessible and personable service.

Integrated patient relationship management

Capita offers powerful patient relationship management tools and enables you to manage patient interactions to support and improve their wellness pathway.

Healthcare Decisions

We transform healthcare decision making.

Our solutions support healthcare providers to make better decisions about their patients and empower individuals to make better decisions about their own health and wellbeing.

Since 2001, our decision support software applications have been used by some of the world's leading healthcare providers and insurers to power over 100 million patient transactions and are constantly updated by our in-house clinical team.



Widen your reach whilst making better use of resources

Telephone-based assessment can revolutionise global healthcare, making it possible to provide accessible, personable advice and relieving the pressure on public healthcare systems. By directing patients to the most suitable healthcare, our teletriage suite helps reduce unnecessary emergency and doctor visits, cuts waiting times and frees up resources for serious cases.

Assessment data can be automatically stored against a patient's electronic patient record so healthcare providers can be better informed about a patient's symptom history in advance of their appointment, helping to reduce consultancy time and improving the patient experience. Reporting capabilities help you monitor and identify trends to understand emerging health problems and prevent the spread of disease.

A robust, scalable application programming interface (API)

Our Salus REST API is a highly scalable, functional and customisable interface into our clinical content, allowing for easy, full integration of Salus TeleGuides into your existing platform, whether this is an electronic health record, contact centre solution, customer relationship management or proprietary solution. This enables you to surface the information you need, when you need it, in the most beneficial and effective way.

Already using a CRM?

The Salus API enables you to seamlessly integrate Salus TeleGuides into any third party patient record and CRM system to utilise and share data effectively.

Find out more at:

www.capitahealthcaredecisions.com

Or contact us at:

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