

# CAPITA

## Salus Content: TeleGuides

Clinical decision support for  
telephone assessments



# Ensure the safest clinical assessments with a proven teletriage solution

**Salus TeleGuides supports safe, consistent teletriage and reduced healthcare costs by combining intuitive patient-relationship management with sophisticated clinical decision support.**

Designed for use by trained call handlers, nurses, GPs and other healthcare professionals, TeleGuides supports the safe, consistent assessment of a patient's presenting symptoms over the telephone ensuring they are directed to the most appropriate level of care within a specified time range.

TeleGuides not only reduces the cost of healthcare provision, but is particularly helpful to patients who find it difficult to travel to a healthcare facility.

## Make the most of your healthcare resources

By directing patients to the most suitable, cost-effective healthcare, or advising how to manage their health at home, our solution helps reduce unnecessary emergency and doctor visits, cuts waiting times, and frees up the emergency services to deal with serious cases.

## How does it work?

Salus combines an intuitive patient record and relationship management 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.

Using inbuilt logic for a clinical, algorithmic approach, TeleGuides takes 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 to tailor the question pathway.

At the end of the assessment, the clinician or call handler is provided with clear guidance on the most appropriate care and next steps for the patient, including:

- whether urgent emergency treatment should be facilitated by the clinician or call handler, such as to direct the emergency services to the patient immediately
- advice on how patients can manage their symptoms until the next level of care is reached
- advice on how patients can manage symptoms themselves where self-care is appropriate
- what the patient should do if symptoms worsen.

## Benefits

- Quicker access to safe clinical advice
- Consistent healthcare assessments
- Minimises clinical risk
- Reduces healthcare operational costs
- Fewer unnecessary appointments



# Exceptional experience

## Offer an excellent patient experience

Telephone-based patient assessment can revolutionise global healthcare: patients can quickly access quality health advice and support over the phone, relieving the pressure on public healthcare systems.

It has also been shown to be highly acceptable to patients; it's convenient, instantly accessible and, if delivered well, provides a personable service.

Our solution is especially helpful to patients who find it difficult to get to a healthcare facility and/or when geographical distances separating the patient and doctor are great. TeleGuides makes it possible to provide safe, consistent, remote healthcare, offering a realistic means of providing timely advice at the point it's needed.

TeleGuides also helps to offer patients reassurance, helping to reduce misconceptions and anxiety about their symptoms.

## Increased access to health advice

With TeleGuides you can provide quick, easy access to safe, authoritative, reliable health advice during any hours you wish to provide the service, including 24 hours a day, 7 days a week if you choose. It extends public access to healthcare services, ironing out regional inequalities in service provision.

## Reduce healthcare demand and costs

Telephone assessment can significantly reduce the end-to-end cost of healthcare provision. By directing patients to the most suitable, cost-effective levels of care, or providing advice about how to manage their health at home if appropriate, our solutions can reduce unnecessary emergency department and doctor's surgery visits, cut waiting times and assist emergency services in prioritising workloads as effectively as possible.

Healthcare providers can deliver an easily accessible, personable clinical assessment service with fewer resources, reducing healthcare operational costs whilst supporting wellness across communities.

## Saving healthcare costs: the evidence

Our solutions have revolutionised access to 24-hour health advice in the UK. Working with the NHS, we designed the decision support system that underpinned the ground-breaking NHS Direct service, the largest health contact centre in the world. This is what was achieved in a single year:



**1.5 million**  
fewer inappropriate  
visits to A&E



**1.9 million**  
fewer unnecessary  
GP consultations



**£213 million**  
NHS funds saved



## Customisable, global content to suit your needs

To support positive outcomes, whether for a national service or a single call centre, Salus TeleGuides content is easy to use and configure. The clinical content algorithms can be quickly and easily tailored 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 relevant, accessible and personable service.

Our solution ensures that users have the most appropriate access to ensure consistent and safe decision support.

Our clinical team works with you to ensure the 'best fit' model for your organisation and clinical needs, whilst maintaining consistent and safe care for your patients.

## Approved by medical experts and lay reviewers

Our health content is created and maintained by our in-house clinical editorial team before being reviewed by an external panel of medical experts and a patient panel formed of members of the public.

## 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.

TeleGuides is continuously updated to reflect current medical evidence and best practice.

Our breadth and depth of experience as a producer of health content makes us one of the most trusted sources of guidance for clinical decision-making globally.

## Integrated patient management

TeleGuides can integrate with third party applications, such as electronic patient record systems, CRMs and booking systems, to utilise and share data. For example, 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, reducing consultancy time and improving the patient experience.

Assessment data can also be used to monitor and identify trends, making it a valuable tool for the detection of emerging health problems and against the spread of disease.

## 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.

Find out more at:

[www.capitahealthcaredecisions.com](http://www.capitahealthcaredecisions.com)

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