

An Infant and Maternal Health Provider Partners with AccessNurse to Enhance Quality Care Using Telephone Nurse Triage Services

AccessNurse Supports Pacify in Providing Consistent, High-Quality Care at Home During COVID-19.

Overview

During a year in which patients faced tremendous barriers to accessing healthcare services, Pacify and AccessNurse partnered to provide consistent, high-quality care to parents and their children through a nurse triage service line.

Problem

In 2020, more than one-third of adults in the United States delayed or skipped necessary care during the pandemic, according to the Robert Wood Johnson Foundation's national Coronavirus Tracking Survey. Not only did adults go without care, the survey also found that nearly one-third of parents said their children missed healthcare services because of the pandemic.

Solution

In a year that created even more hurdles for people trying to access healthcare, telehealth helped fill critical gaps for providers and patients. Having been partners for over seven years, Pacify and AccessNurse continued to provide high-quality, consistent care to parents and their children despite healthcare challenges.

By already having a nurse triage service line in place, **Pacify and AccessNurse helped 43% of callers receive care at home** – the same percentage of callers who received at-home care in 2019. This means that during the pandemic, Pacify provided the same level of high-quality patient care. Patients could access healthcare services, 24/7, in the comfort of their homes, while complying with social distancing and safety protocols.

In addition to receiving care within minutes, the nurse triage service line allowed patients to receive the appropriate level of care, helping to curb unnecessary costs.

Without the nurse triage line, an estimated 57% percent of patient callers would have inappropriately chosen a higher and more expensive level of care, such as the ER. Instead, patients who used AccessNurse in 2020 were triaged and treated in a clinically appropriate setting, **saving on average \$1,389 per ER visit***. See *ER Cost Savings Per Number of Patients* graph below. *Average cost of a non-emergent ER visit in the United States.

ER Cost Savings Per # of Patients

- 500 Patients ➔ \$694,500 Cost Savings
- 5,000 Patients ➔ \$6,945,000 Cost Savings
- 1,000 Patients ➔ \$13,890,000 Cost Savings

About Pacify

Pacify is a health technology company that provides 24/7 support for new and expecting parents. Pacify's network of 100+ lactation consultants, clinicians and registered nurses have helped more than 100,000 families, reducing costs and improving outcomes for partners at managed care organizations, health systems, non-profits and employers across the country.

About AccessNurse

AccessNurse is the premier provider of medical call center solutions serving over 500 healthcare organizations in the United States. For the past 25 years, we've supported our clients in handling over 30 million patient calls. AccessNurse provides 24/7 telephone nurse triage, answering, and appointment scheduling services for prestigious healthcare organizations across the country.



“Lactation is a very specific field. We needed a nurse line to complement the care that we provided to parents so they could have the complete care they required for peace of mind.”

Melanie Silverman
Chief Clinical Officer at Pacify

