



# TeamDoc Mobile

TeamDoc Mobile: a web-friendly, secure messaging 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 secure
- 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
- TeamHealth's triage system documents the provider's response including notes to the nurse, etc. 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.
- Need to callback the triage nurse is often eliminated.
- Provider has flexibility and can execute call handling as desired. Providers can:
  - *Agree with the disposition*
  - *Message the nurse*
  - *Call the nurse*
  - *Call the patient*
- Provider can "Agree with the disposition" and eliminate the need for a call.
- Provider can call the patient with confidence that the caller ID number is hidden.
- Provider can view all current messages and older historical messages.
- Provider workflow is streamlined.
- Provider has increased productivity and quality.
- Users include on-call providers, post-discharge providers, hospitalists, practice managers, nurses and patient coordinators.

# Key Features

## INTEGRATION WITH TRIAGE SYSTEM

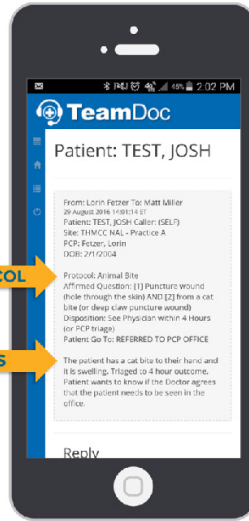
Because TeamDoc Mobile integrates with our proprietary triage documentation software, all relevant clinical and/or non-clinical information is sent in order to help the provider make the best informed decision possible.

### 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

Based on the call specifics, the provider is then given a list of customized one-click options.

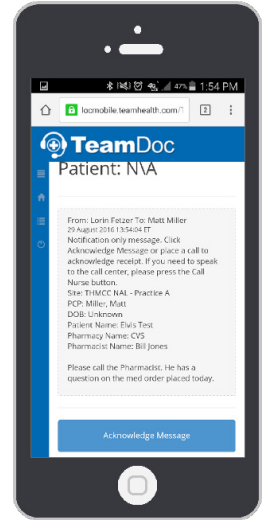


### NON-CLINICAL CALLS

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

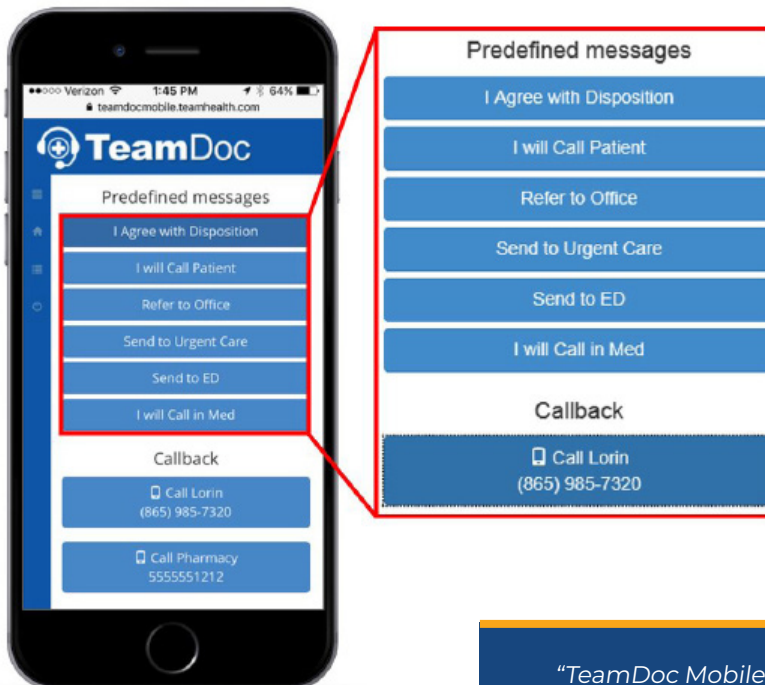
- Newborn Notifications
- Return a Provider's Call
- Call Pharmacy
- Call Laboratory

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 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**