



Telephone Triage Handbook: A Convenient Guide for Providers

Charu Raheja PhD

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Telephone triage requires the ability to make quick and effective decisions for your Patients based on limited information. When using telephone triage to support your practice, it is vital that your solution be efficient and effective. This resource offers practical action steps to evaluate your call center platform, how to select the best nurse triage system for your organization, how to use telephone triage to improve patient satisfaction, and how to reduce costs while providing the highest level of patient care.

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