

Name of Call Center: Children's Physician Network Triage Services

Primary Contact:

Name: Heather MacLeod, LICSW
Title: Director
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Is this after hours call center affiliated with a hospital? Yes

If yes, please list the name of the hospital:

Children's Hospitals and Clinics of Minnesota

Is this after hours call center affiliated with a managed care plan?

No

What services does your call center provide?

Pediatric triage and advice for physician offices:	Yes
Pediatric telephone triage and advice for the general public:	No
Adult triage and advice for physician offices:	Yes
Adult triage and advice for the general public:	No
Physician referral services:	Yes
Outbound calls for hospitals:	Yes
Appointment reminder calls:	No
Telephone case management:	Yes

States in which the after hours service operates: MN, WI, CA, WV

In what year was the service started? 1997

Which triage guidelines and/or vendor protocols are used by telephone triage staff?

Schmitt-Thompson Triage Protocols - After Hours

Total number of clinical pediatric and adult patient calls handled in 2008? 80,000

Number of physicians served in 2008? >500

Number of medical practices served in 2008? >50

Who answers clinical patient calls?

Medical Assistants:	No
Licensed Practical Nurses:	No
Registered Nurses:	Yes
Physician Assistants:	No
Resident Physicians:	No
Other:	No

Describe training program for triage staff:

120 hours of classroom and preceptor training, mandatory update meetings, ongoing continuing education sponsored by organization (open to client clinics as well)

Are telephone triage staff certified by the AACN in telephone triage?
No

Who supervises telephone triage staff?

Nurses: **Yes**
Nurse Practitioners: **No**
Physician Assistants: **No**
Physicians: **Yes (Medical Director)**
None: **N/A**

Is the after hours service accredited by URAC? **No**

Name of your Medical Director? **Peter Dehnel, MD, FAAP, SOTC**

Is the Medical Director board certified? **Yes**

If yes, in what specialty? **Pediatrics**

How do patients access triage and advice services at your call center?

Call center provides both outgoing and incoming call service

Describe your program quality assurance program:

Calls recorded: 100%

Audits: Complaints – 100% (documentation and call recording); new staff – 100% for minimum of 90 days (documentation); all nurses – 72 calls per year (documentation and call recording); medical director audits – 7% of all calls (documentation)

Other: Competency testing on all new updates (i.e. guideline changes); time metrics; annual provider satisfaction and disposition compliance studies.

Date Information submitted: **1/2009**

Name of Call Center: Rainbow Call Center

Primary Contact:

Name: Andrew Hertz, MD
Title: Medical Director
Address: 11000 Euclid Avenue, Cleveland, Ohio 44106
Phone: 216-844-7731
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E-mail: Andrew.hertz@uhhospitals.org

Is this after hours call center affiliated with a hospital? Yes

If yes, please list the name of the hospital: Rainbow Babies and Children's Hospital

Is this after hours call center affiliated with a managed care plan? No

What services does your call center provide?

Pediatric triage and advice for physician offices: Yes
Pediatric telephone triage and advice for the general public: Yes
Adult triage and advice for physician offices: No
Adult triage and advice for the general public: No
Physician referral services: No
Outbound calls for hospitals: Yes
Appointment reminder calls: No
Telephone case management: No

States in which the after hours service operates: Oh, Pa, Va, NY, Ca, CT, Mass, NJ, WV

In what year was the service started? 1995

Which triage guidelines and/or vendor protocols are used by telephone triage staff? Barton Schmitt, MD and Triage Logic

Total number of clinical patient calls handled in 2008? ~105,000

Total number of pediatric clinical patient calls (age 0-17) handled in 2008? ~105,000

Number of physicians served in 2008? ~500

Number of medical practices served in 2008? 70 practices

Who answers clinical patient calls?

Medical Assistants: No
Licensed Practical Nurses: No
Registered Nurses: Yes
Physician Assistants: No
Resident Physicians: No
Other:

Describe training program for triage staff: 80 hours program with progressive independence and QA

Are telephone triage staff certified by the AAACN in telephone triage?
No

Who supervises telephone triage staff? [Advanced Clinical Nurses, Clinical Manager, and Medical Director](#)

Nurses: [Yes](#)

Nurse Practitioners:

Physician Assistants:

Physicians: [Yes](#)

None:

Is the after hours service accredited by URAC? [No](#)

Name of your Medical Director? [Andrew Hertz, MD](#)

Is the Medical Director board certified? [Yes](#)

If yes, in what specialty? [Pediatrics](#)

How do patients access triage and advice services at your call center?

[Either use our message service or fax from practice answering service](#)

Describe your program quality assurance program: [Nurses reviewed periodically and sporadically by peer review, Advanced Clinical Nurses and Medical Director. Annual review.](#)

Date Information submitted: [1/2009](#)