

Nurse Call Center

The Instant Care Medical Call Center has repeatedly proven to be cost-effective, to reduce inappropriate or unnecessary utilization of healthcare resources, to enhance risk management, and to increase caller satisfaction.

However, it is our commitment to provide excellent customer service solutions to our clients that fuels our very existence. We realize the two most important areas of investment to accomplish this mission is by recruiting and training exceptional call center staff, and utilizing state of the art technology needed to gather, communicate and track relevant critical caller data in support of our clients' goals. We are devoted to ensuring that every aspect of our service is designed to deliver a quality experience in a *compassionate* manner to the caller and a service solution that meets specific objectives for each of our clients.

Qualifications

Our call center is open 24 hours a day, 365 day a year, and partners with 32 hospitals and more than 1,000 physicians in providing access to health information and directing callers to the appropriate level of care. Our services are proven to help clients achieve their goals and improve the quality of life of participating members.

Our Call Center enjoys ongoing, personal working relationships with Dr. Barton Schmitt, author of the pediatric guidelines and Dr. David Thompson author of the adult guidelines used. By partnering with both hospitals and physicians we have been able to provide a service that favors good will towards the hospital from the physician community and sends a more appropriate patient into the necessary level of care.

We can assist customers by providing appropriate care and providing a cost-effective, safe and timely service consisting of utilizing state of the art technologies and an unmatched level of customer support and service.

- Customized triage software that is designed to support the individual needs of each client
- High speed, dedicated telecommunication lines
- Ability to archive each call made to the call center through digital recording
- Technologic redundancy in place
- 24/7 IT support staff
- 0% blockage rate ensures that a **caller will never receive a busy signal** when accessing the nurse advice line service
- Use of a multi-layered system security setup in order to protect the internal network from external activity, and other non-related internal activity. Encryption, virtual private networks, and leading market firewall technology are all used to protect internal Instant Care business information, as well as communications with clients outside the Instant Care network.

Access to the Highest Level of Quality Standards in the Industry

Located in the United States for the last thirty years (not outsourced offshore), Instant Care, Inc. is dedicated to providing the highest quality of medical call center services and stands behind this goal by achieving and maintaining accreditation, ongoing evaluation and oversight of services

- Call center is accredited by the Utilization Review Accreditation Commission (URAC); we achieved the Health Call Center Accreditation and consistently exceed the call center standards as directed by URAC.
- Adult and Pediatric Medical Director oversight is provided by a Board-Certified Physicians
- Caller satisfaction surveys are applied and monitored on a regular basis to ensure that caller expectation is met
- Comprehensive Continuous Quality Improvement Program is in place to evaluate, monitor and document all aspects of call center operations to ensure the provision of quality services
- Daily monitoring of two vital areas of call center function including communication (silent monitoring; listening to live or recorded calls) and documentation (review of call records)
- On call physician availability, 24 hours, 7 days a week for guidance or review of clinical calls as needed
- Years of experience and documented excellence in providing medical call center services nationally

Clinical Management Team

Management staff is composed of experienced healthcare professionals that provide the focus on quality, clinical practice and the professional approach needed to manage successful call center services. Our management team averages 20 years of healthcare experience. Our clinical management team maintains a high level of dedication towards the goal of maintaining a quality and clinically oriented service.

Excellent Risk Management Record

The Instant Care Call Center has never experienced an incident where a client implied or initiated any litigious concerns during the history of the company. Our Medical Call Center assumes responsibility and liability for all clinical information that is disseminated by our call center's registered nurses. Our Call Center maintains professional liability coverage at \$1,000,000 per occurrence and \$3,000,000 annual aggregate and general liability insurance coverage at \$1,000,000 per occurrence and \$3,000,000 annual aggregate. In addition, we have a 40,000,000 umbrella coverage policy.

Fully HIPAA Compliant

The Instant Care Call Center maintains a comprehensive program and is fully HIPAA compliant.

Language Translation Services

Instant Care Call Center maintains a bi-lingual staff. However, as the need for additional language translation support arises, Instant Care Medical Call Center utilizes service from Language Assistance, the leading national provider of telephone language assistance for the medical community. Language Assistance provides immediate access to translation services for virtually any language 24 hours a day, 7 days a week. Our Medical Call Center has successfully utilized Language Assistance for translation support since 2001.

Staff Development

Instant Care, Inc. realizes that the quality of our service begins with a qualified call center staff. We employ a highly developed training department led by a full time trainer dedicated to provide all aspects of training including clinical structure of service, utilization of software and customer service training.

Initial and On-Going Training

In addition to specified basic skills, an extensive initial training program is provided for clinical staff which includes classroom training, client service training, and customer service training with an emphasis on communication and customer satisfaction discussions. Also, training for each telephone nurse consultant consists of 100 hours of class room, hands-on call center training and continued guidance under a preceptor. Telephone Nurse Consultants are trained on utilization of triage software, policies and procedures, triage guidelines, and view pertinent videos.

A progressive, ongoing training program is in place to ensure continued levels of high performance from call center staff which addresses safety, accuracy, and providing services that leads to caller and client satisfaction. Ongoing in-services are provided based on identification of needs from our quality improvement process, auditing records, and on new or emerging diseases/conditions. Self study, community expert presentations and client presentations as well as fact sheets and internal in-services are conducted. Training is also determined by state nursing requirements/CEUs. In addition, registered nurses also receive training on mental health/suicide threat intervention. This training module includes a review of the standard protocols as well as “General Rules for Medical Crisis Calls” and the “Suicide Intervention Tasks.”

A variety of methods of communication are provided to staff: individual and group learning sessions, staff meetings, educational videos and email. A number of resources are available to provide the expansion of the knowledge and skill base for all call center staff members. In addition, fact sheets are produced and distributed to all Nurse Telephone Consultants for review. These informative sheets provide up to date information on medical conditions, new disease processes and their related symptoms and serve as an additional means of communicating relevant health information to all clinical call staff.

Our telephone representatives and registered nurses are provided with client-specific information that in a profile format that will assist with directing the callers regarding physician standing orders and physician contact preferences. It is our policy to follow the physician’s orders when posted within the profile and the formulary.

Qualified Staff

Our Call Center maintains a credentialing process for all registered nurses. This policy meets the requirements for URAC for the purpose of ensuring that only RNs with current licensure in good standing perform the duties of triage nursing.

Our clinical staff experience includes serving pediatric, adolescent, adult, and senior populations as well as healthcare expertise in a variety of clinical areas such as emergency room, pediatrics, critical care, oncology, cardiology, pulmonary, geriatrics, obstetrics/gynecology and general medicine.

Additional staff qualifications include:

- Qualified call center staff consists of experienced and highly trained registered nurses (average 17.5 years of experience)
- Bi-lingual staff (English & Spanish)
 - Utilization of Language Assistance for immediate translation support as required