

# Triage by OSF OnCall

High-quality nurse triage using national evidence-based practice protocol guidelines available 24/7/365. Our registered nurses are highly trained and continuously evaluated for high levels of quality patient care delivery via phone triage.

**500,000+**

Calls handled annually

**24/7**

Supervisor support

**8 minutes**

Average time to take care of requested need

## Service protocols

Once a patient's history is taken and all necessary documentation noted in Epic, patients will be routed into one of three dispositions:

- Care guidance for home management
- Referral to the appropriate level of care (urgent care, office visit, etc.)
- Contact the off-hours care provider identified by the client (will only call during specific instances)

## Exclusions

The following calls are excluded from service:

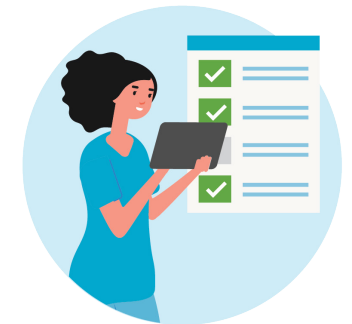
- Current inpatients
- Patients calling from the Emergency Department
- Calls from patients who are not actively established

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*\* Includes, but not limited to, specialty practices/referrals, non-OSF hospital facilities, DCFS and insurance companies*



Collaboration with external disciplines to ensure patient needs are met\*



Utilization of nationally recognized triage guidelines



Resource for health education



Appropriate routing of patients