



Quality After-Hours Telephone Triage for Children's Hospitals and Pediatric Practices

Outsource telephone triage to reduce costs and expand services.

With rising costs and limited resources, children's hospitals today are challenged with providing quality after-hours triage and physician answering services that they can afford. More and more hospitals have recognized that outsourcing these services to IntelliCare allows them to continue providing high-quality service while significantly reducing their overall costs.

Outsourcing to IntelliCare allows children's hospitals to:

- Reduce expense of running an in-house call center by 30-45%.
- Maintain a vital program for pediatricians that may be at financial risk of closing.
- Expand scope of services by integrating with answering services, paging, and scheduling.

IntelliCare, a leading provider of medical contact center services, provides telephone triage and answering services to hundreds of hospitals and physician groups across the country. We specialize in delivering pediatric telephone triage and after-hours services utilizing industry standard Barton Schmitt clinical guidelines. In fact, 80% of the 50,000 triage calls we process each month are for pediatric advice.

Access to Scarce Nursing Resources

IntelliCare can alleviate the pressure of attracting and retaining scarce nursing resources at a time when the industry faces a national nursing shortage. With IntelliCare as a partner, our clients can provide services at night and on the weekends—times when pediatricians need the most coverage.

Extensive Quality Assurance

Our caring, professional Registered Nurses average 19 years of experience. Our contact centers are URAC-accredited, and we provide 100% digital recording of all calls. All transactions are documented within our proprietary software, and we provide detailed reports to our clients, such as Triage Encounter Documents, that can be faxed to practices.

Secure, Stable Network

IntelliCare's network of five contact centers is supported by two fully redundant data centers that ensure system responsiveness and network availability in case of natural

disaster or loss of power, as well as providing optimal security for our customers' healthcare data. All of our contact centers are linked together allowing us to accommodate unexpected peaks in call volume and seasonal fluctuations.

Partner with the nation's leader in pediatric advice line services. Outsourcing to IntelliCare will reduce expenses, improve quality, and expand the scope of services for pediatricians.

Contact us today and ask about our "Decision Analysis Tool." This data-driven worksheet will allow your senior management team to clearly define the cost-saving opportunities of outsourcing.

For additional information, a list of children's hospital clients, or to request the "Decision Analysis Tool", please contact us at 877-579-7857 or email us at info@intellicare.com.

About IntelliCare

IntelliCare provides medical contact center services and technology to more than 225 hospitals, health systems, health plans, group practices, and employers nationwide. Through industry expertise and innovative technology, IntelliCare has helped hundreds of healthcare organizations lower cost while maintaining a high level of quality. IntelliCare's national network of medical contact centers is URAC-accredited and the company was recognized as one of the fastest growing technology companies in North America for the second consecutive year on Deloitte & Touche's 2003 Technology Fast 500.

For more information about IntelliCare, please visit www.intellicare.com.



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