



## **Community Nurseline Services**

### **Connect Your Community to Your Health System**

**E**stablish a positive, distinctive presence in your community by improving access to your healthcare system. IntelliCare's flexible, expert solutions help your institution offer quality clinical resources and a single point of contact for your health services and programs, 24 hours a day, seven days a week, 365 days a year.

IntelliCare's Community Nurseline Program connects your community with Registered Nurses who answer health questions, suggest complementary programs and services, guide callers to self-care measures, or recommend urgent care when appropriate. Our nurses leverage computer-based, gold-standard guidelines to insure that they handle each call appropriately, efficiently, and accurately based on caller's reported symptoms.

Community Nurseline also offers a self-service Internet option, which enables your community members to visit your website to research specific health topics or register for your institution's programs and services. If patients still have questions or require additional information, they can submit a request via your website for a Registered Nurse to call them.

Every interaction is fully documented and recorded for quality assurance purposes. We provide your health facility with the ability to access extensive management reports to gain a better understanding of who is accessing your community's health care and the reasons for the calls.

Quality and cost-effective clinical resources, supported by the industry's most innovative call-center technologies allow you to extend your reach within your community by:

- Improving access to trusted clinical resources, any time of day or night, 365 days a year.
- Extending your institution seamlessly and professionally through an important community healthcare venue.
- Deepening your relationships with your community by providing a single point of contact for additional targeted services and programs such as physician and service referral or class registration.

- Keeping you completely informed and in control via comprehensive standard reports and custom reporting.
- Increasing consumer acquisition, satisfaction, and retention.
- Providing high quality service that will enhance your reputation within the community.
- And much more.

#### **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](http://www.intellicare.com).



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