

24/7 Nurse Advice Line

The need for high-quality, on-demand nurse advice and symptom triage has never been more clear.

Having an experienced, compassionate registered nurse (RN) team available around-the-clock to assess symptoms and provide site and course of care recommendations results in better healthcare decision-making. And with overburdened physician practices, clinician shortages, ER utilization costs and consumer demand for more convenience all on the rise, choosing the right nurse advice line can have a substantial impact on your organization.

\$98M

saved annually for telehealth clients in care cost avoidance (such as unnecessary ER, urgent and primary care visits)

95%

average annual patient satisfaction score

80%

of members/patients directed to non-emergent resources



We make it easy to make the right choice

Carenet Health is the leading nurse advice line provider in the nation, with a typical ROI of 3:1. Staffed by telehealth-trained RNs, the Carenet team is available 24/7 to assist patients—whether it's a twisted ankle, high fever, drug reaction or chest pain.

Our nurses are known for becoming a trusted resource—quickly addressing issues with at-home treatment or steering patients to the most appropriate care setting at the lowest cost.

With Carenet's proven Nurse Advice Line, you can:

- Improve patient safety and care access, coordination and quality
- Limit unwarranted urgent care and ER use and associated costs
- Elevate your service delivery, quality and speed
- Reduce member stress, anxiety, confusion and risk
- Boost member satisfaction, retention and acquisition
- Increase member education, engagement and compliance
- Improve use of healthcare benefits, resources and dollars
- Satisfy accreditation and certification requirements

Partnering with Carenet Health is partnering with experience

As a pioneer in telehealth, Carenet has more than 30 years of experience implementing nurse advice lines—on time and on budget. We're experts in seamlessly integrating technology and teams with our clients' systems, processes and workforce.

Our solutions leverage our proprietary Intelligent Engagement™ model. The approach consists of 22 elements, combining the best of human connections, data, technology and operational excellence.

The scope of our services can vary from basic to high-touch. Your custom solution could include:

- Symptom assessment and triage
- Urgent and non-urgent care advice
- A seamless link to e-consults with virtual physicians and behavioral health appointments
- Behavioral health crisis support
- Communication with on-call providers
- Program, provider and facility referrals
- Health coaching, education, reminders and resources
- Medication support, including cost options
- Condition and procedure information support
- Benefit explanation and eligibility
- Disease management and program enrollment
- Appointment and transportation scheduling
- Interpretation support including bilingual staff
- Nurse-first model or an acuity/call-back model with pre-screen routing

Why our telehealth nurses are the best in the industry

It takes more than an RN behind the name to be a Carenet Health nurse. We recruit only unrestricted, licensed RNs with a minimum of three recent years of clinical experience working in acute or ambulatory care settings. Plus:

Our nurses average more than 15 years of clinical experience and five years of telehealth experience, and are experienced in both adult and pediatric health.

We provide intensive training on URAC standards, regulatory requirements, HIPAA, technology and client-specific programs.

Our nurses are a significant part of the Carenet virtual workforce, enabling us to tap into a nationwide pool of talent.

Care guidelines that are evidence-based and physician-approved

Carenet uses Schmitt-Thompson® Triage Clinical Content evidence-based guidelines and a robust knowledge base powered by Healthwise Connect.® Our nurses have access to more than 600 triage guidelines for pediatric, adult, women's health and behavioral health concerns and more than 8,000 topics spanning conditions, medical tests and procedures, medications and everyday wellness issues.

Safeguarding patients and clients with third-party certifications and accreditations

Carenet Health has a comprehensive compliance and quality assurance program. Our Nurse Advice Line is URAC Health Call Center Accredited and has been certified by the National Committee for Quality Assurance (NCQA) Health Information Products (HIP).



ACCREDITED
Health Call Center
Expires 06/01/2022



HEALTH INFORMATION LINE

How can we help your organization?

Connect with us via 800.809.7000 to discuss your support needs or email us at marketing@carenethealthcare.com.

You can also visit carenethealth.com for more information.

MORE ABOUT US

Carenet Health is the nation's premier healthcare engagement outsourcing partner—providing 24/7 telehealth, engagement, clinical support and advocacy solutions on behalf of 250+ health plans, providers, health systems and Fortune 500 companies. Our outstanding teams of engagement specialists, care coordinators and registered nurses support more than 65 million healthcare consumers each year.