

Centaurus Telehealth Triage

Every time your triage line rings your call center has the chance to not only make a difference in the well-being of the caller but also to make a quantifiable impact on your facility's public perception and bottom line. With so much riding on each call, you owe it to yourself to work with a partner that exists to ensure your success.



With more than two decades of world-class service, LVM Systems provides the software and support you need to build the best call center possible.

At LVM Systems, we actively listen to hundreds of triage nurses from around the country from call centers of all sizes. The result is what we believe to be

the best healthcare call center software solution in the industry.



Why Choose LVM Systems' Centaurus Telehealth Triage?

For starters, LVM Systems' Centaurus Telehealth Triage software is created specifically for YOUR call center. LVM Systems provides the greatest level of customization in the industry. Our easy-to-use, intuitive interfaces allow your team to achieve the highest level of efficiency and productivity.

Proven Clinical Content

LVM Systems partners with Dr. Barton Schmitt and Dr. David Thompson to provide your team with the most tested and clinically proven protocols. The content is available in two versions:

- After-hours
- Office-hours

Dr. Schmitt is a pioneer in pediatric telephone triage. He provides our pediatric content.

Our adult protocols were developed in partnership with Dr. Schmitt by Dr. Thompson an emergency and internal medicine physician.

Both protocol sets follow an identical structure and philosophy.

Nurse-Support-Focused Software

In addition to customization and clinical content, LVM

Systems' Centaurus Telehealth Triage software features the following nursing-focused capabilities:

- *Medication / Dosage Calculator* – When over the counter medications are recommended, your nurses can access Centaurus' dosage calculator, which saves time and enhances accuracy.
- *Question or advice-specific comments* – Centaurus allows ad hoc information to be captured at the point (question or advice piece) it occurs, allowing for precise documentation.
- *Frequently Used Protocols* – This Centaurus feature presents a "pick list" of the top 15 to 20 protocols of your choosing. This time-saver can be changed as needed to reflect seasonal variations.
- *Adjustable views of protocols* – Depending on your team's preference Centaurus provides two ways to view triage questions: one at a time, or full screen (showing many questions in sequence) .
- *Remote access* – Staff up for short-term periods of peak call volumes or tap into more abundant labor pools. LVM Systems supports Citrix or MS Terminal servers and has successfully implemented remote access at several client sites.

