



Delivering COVID-19 Support to Providers

We're providing the following services to our client providers during the COVID-19 pandemic. These services help to deliver patient care during high volume cycles, office closings, and patient hospitalizations.

- **Virtual Office Hours during the day:** Services consist of telephone nurse triage, referrals, coordination of telemedicine visits and front desk service during office closures
- **Pre-Appointment Triage and Referrals:** Directing patient appointments based on symptoms and capacity
- **Post-Hospital Calls:** COVID-19 post-discharge calls to patients using clinical scripting

developed by the AccessNurse medical director with client-customized directives for patient escalation

- **Other Customized Services** for non-clinical and clinical services

We applaud our clients who continue to serve and support their patients during this unprecedented pandemic, and we are honored to support your efforts.

ABOUT US

Formerly the TeamHealth Medical Call Center, AccessNurse is the premier provider of medical call center solutions, including 24/7 telephone nurse triage, answering services and appointment scheduling. In business since 1996, AccessNurse serves more than 20,000 providers and practices, along with health care systems, health plans and Federally Qualified Health Centers (FQHCs) across the country.

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WHO WE SERVE

Our Markets



Physicians

Our 24/7 telephone triage and answering services help provide a better physician work/life balance and an enhanced patient experience.



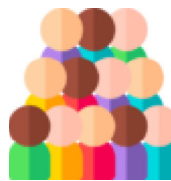
Pediatricians

Our TeamPeds program ensures that patients have an RN trained in pediatric triage who will provide the best clinical service to each caller.



OB/GYN Providers

Our TeamOB program provides specialized, 24/7 obstetrics care advice, utilizing more than 20 triage guidelines specific to pregnancy.



Community Health Centers

We've provided 24/7 access to nursing advice and support to meet the needs of diverse and underserved populations for more than 20 years.



Hospital Call Center Partnerships

We provide temporary and permanent services to in-house call



Health Plans

Our Nurse Advice Line connects members to self-care information,

centers needing support for existing programs or adding new services.

support and appropriate in-network care.

RESULTS

AccessNurse: By the Numbers

0%

2018 Client Retention

0%

Patient Satisfaction

0

Years of Service

0

10+ Year Clients





What Our Clients Are Saying

"After partnering with AccessNurse, we noticed how much the nurse documentation improved. We've also noticed how professional AccessNurse's Patient Care Coordinators are when working with our patients."

Privia Health
RN Manager

Request Information

Send Message →



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About Us

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Quality

Culture

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Pediatricians

OB/GYN Providers

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