Infermedica *for* **médis**

Reducing unnecessary urgent care visits with an AI tool for call centers
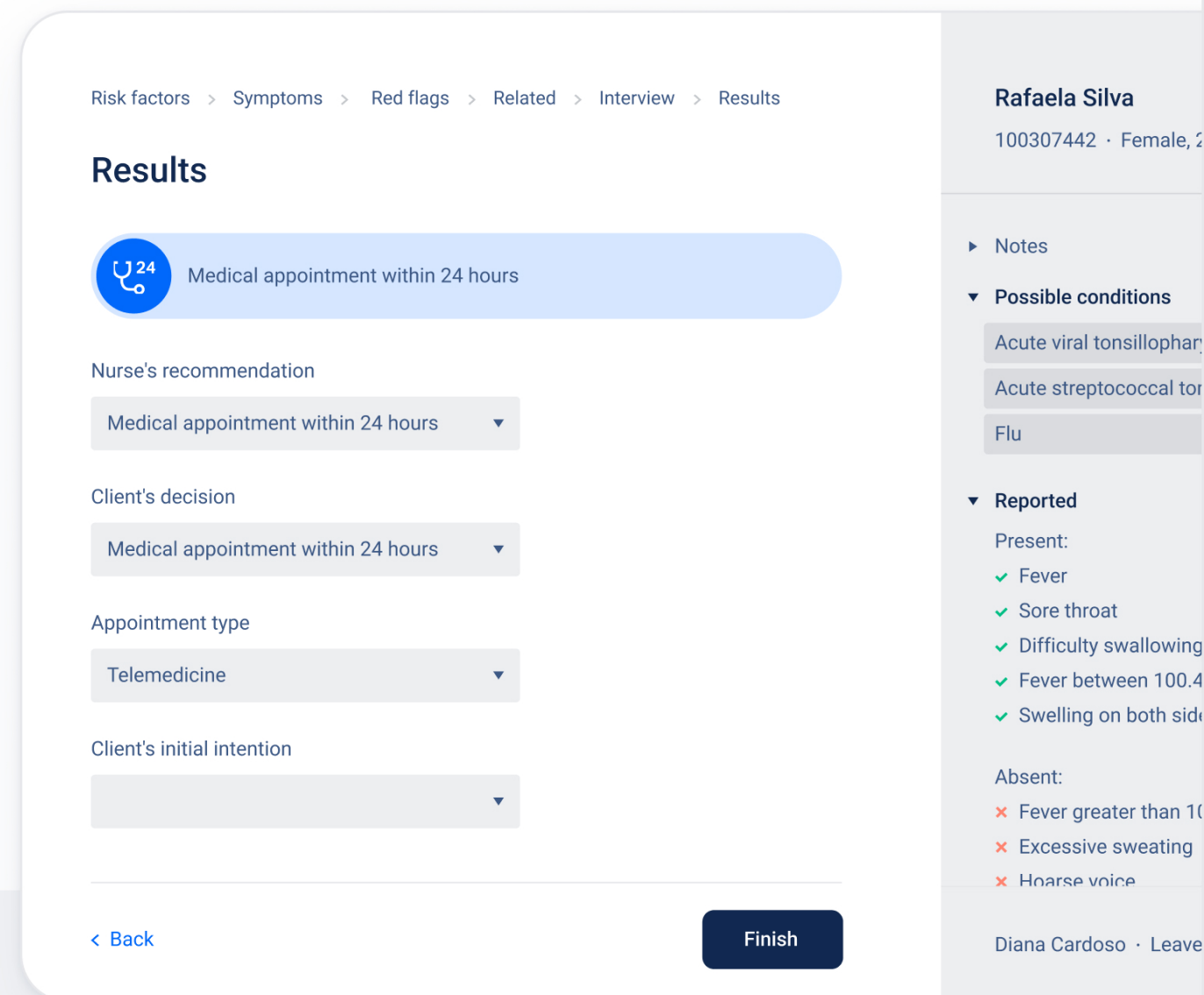
BUSINESS TYPE	PRODUCT	LOCATION
Private healthcare provider	Triage for Call Centers	Portugal

Risk factors > Symptoms > Red flags > Related > Interview > Results

Results

📞24 Medical appointment within 24 hours

Nurse's recommendation
Medical appointment within 24 hours ▾

Client's decision
Medical appointment within 24 hours ▾

Appointment type
Telemedicine ▾

Client's initial intention
▾

‹ Back   **Finish**

Rafaela Silva
100307442 · Female, 2

▸ Notes
▾ Possible conditions
  Acute viral tonsillophar
  Acute streptococcal tor
  Flu
▾ Reported
  Present:
  ✓ Fever
  ✓ Sore throat
  ✓ Difficulty swallowing
  ✓ Fever between 100.4
  ✓ Swelling on both side
  Absent:
  ✗ Fever greater than 10
  ✗ Excessive sweating
  ✗ Hoarse voice
Diana Cardoso · Leave

Key insights

99.4%	**53%**	**106%**
of all reported symptoms were recognized by the tool	reduction in intent to access the ED	increase in intent to pursue self-care

The challenge

Médis, part of the Grupo Ageas Portugal, is the most recognized health insurer in the region. The company, which has provided medical services for over 20 years, recently added a symptom-checking tool to its call center to:

- Assist call center nurses with prompt and accurate triage

- Prevent unnecessary urgent care visits and appointments

- Detect urgent cases quickly

- Standardize the triage interview process

The solution

In cooperation with Infermedica, the Médis Clinical Contact Center was enhanced with a tool that helps nurses with the flow of triage, from symptom gathering to care recommendations.

The new tool is based on Infermedica's platform, which is updated regularly and provides medically validated medical databases and algorithms.

The tool was used 24,000 times in the first year, leading to a reduction in unnecessary urgent care visits from 17% to 8% and an increase in self-care recommendations from 17% to 35%. The new tool also improved the experiences of nurses and clients using Médis' telemedical services.

Make healthcare decisions with confidence

infermedica.com