

## Infermedica

# How Can Combining Virtual and Live Nurse Triage Improve Healthcare Efficiency?



### Abstract

This study examines how AI-based virtual triage (VT) integrated with a nurse triage service improves care alignment and influences patient behavior. Data from 54,587 encounters using Infermedica's AI-powered call center triage at Médica, a leading Portuguese health insurer, reveals key insights.

### Key findings

**83.9%**

of interviews affected patient care-seeking behavior

**22.8%**

changed their care intent after VT-informed nurse triage

**62.2%**

de-escalated to lower-acuity care (telemedicine or self-care)

**37.8%**

escalated to higher-acuity care when necessary

Post-triage, there was a:

**39.5%**

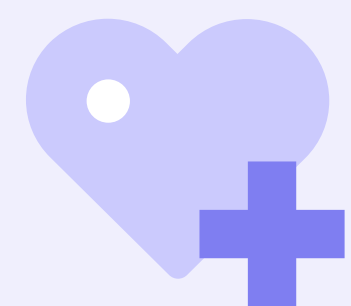
increase in self-care intent

**5.0%**

decrease in urgent care intent

**48.4%**

of after-hours cases were de-escalated



### Impact & Opportunities:

- ✓ **Care efficiency:** Reduces unnecessary visits, shifting patients to appropriate care levels.
- ✓ **Cost savings:** Aligning care with acuity reduces healthcare costs.
- ✓ **Improved outcomes:** VT enables early detection of life-threatening conditions.

### Conclusion

AI-based VT integrated with nurse triage enhances care acuity alignment, improves healthcare efficiency, and reduces unnecessary consultations, particularly after hours.

[Read the full study](#) and [contact Infermedica](#) to learn more about our AI-powered virtual triage.