**Infermedica**

Support your call centers with AI-based triage

Infermedica's AI-driven triaging system scored a 91% in safety performance - just like the Schmitt Thompson rules-based triaging protocols. While being just as safe, it also provides many more opportunities to support triage nurses and call center agents!

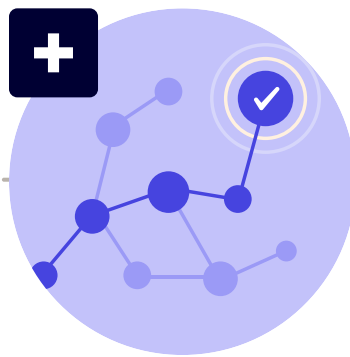**91%** safety performance score, achieved by both AI-powered and rules-based protocols. **(SCIEDU)**

Incoming call
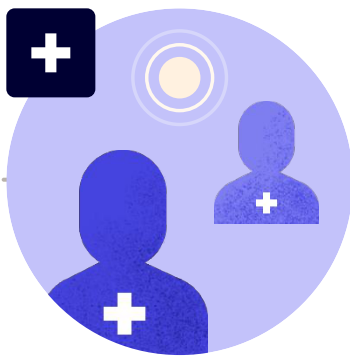
AI-led interview

- ✔ Collection of initial symptoms
- ✔ Identification of red flags
- ✔ Dynamic interview
- ✔ Multiple conditions in single interview

Insightful results

- ✔ Triage level
- ✔ List of possible conditions
- ✔ Educational articles
- ✔ EHR-ready

Discussion & decision

4:57
average time of Infermedica's medical interview

900+
conditions potentially analyzed during each interview

200+
educational articles that can be shared with low-acuity patients

Our medical content is developed by seasoned physicians, based on their knowledge and evidence-based journals, like BMJ, NEJM, AJM. It is clinically-validated, as well as continuously developed and improved.

- ✓ **150k** hours of physicians' work
- ✓ **3000+** medical concepts
- ✓ **40+** medical experts engaged

- ✓ Standardized
- ✓ Evidence-based
- ✓ Easy to learn

Features designated for triage nurse support:

Multiple ways to describe symptoms and health issues

Search   Point on the body   ✕

🔍 head ✕

Headache

Head pressure

Headache, generalized

Headache, pulsating

Headache, unilateral

Analysis of multiple symptoms at interview start

Do you have any of the following symptoms?

Select all answers that apply

- ☐ Fatigue
- ☐ Fever
- ☐ Feeling sick
- ☐ Vomiting
- ☐ Muscle pain

Dynamic interview based on collected evidence

Have you ever had a diagnosed depressive episode?

- ✓ Yes
- ✕ No
- → Don't know

Verification of possible risks and other health issues

Have you had thoughts about hurting yourself, or have you done it?

- ✓ Yes
- ✕ No
- → Don't know

Navigation to the right level of care

Consult a doctor

Recommended doctor
Psychiatrist

Recommended appointment
Video consultation

Schedule an appointment

Educational articles to improve understanding

Explanation ✕

Bradycardia

What does it mean?

A heart rate below the normal range for age. Age 0 to 3 months: <126 bpm; age 3 to 6 months: <116 bpm; age 6 to 12 months: <106 bpm.

Heading

1. Find the artery on the neck and put your two fingers on it.

Learn more about Infermedica's technologies **www.infermedica.com**