



LVM Systems E-Centaurus Telehealth Overview

Telehealth, aka telephone triage, has been shown to be an effective process for directing consumers and patients to the appropriate level of care. If your focus is to run a **triage-only** call center, LVM Systems offers a stand-alone triage system to start or enhance your telephone triage program. Or, if triage is only one facet of your full-service call center operation, the Telehealth component integrates fully with marketing/referral and/or disease management. Either way, *E-Centaurus Telehealth* is an easy-to-use software system and can be implemented with minimal training.

Over the past few years, many existing call centers have replaced their previous software systems with LVM's E-Centaurus product. Experienced managers demand quality content, ease of use, high functionality and robust reporting capabilities. The following are highlights of why knowledgeable buyers have selected E-Centaurus:

- ✚ Schmitt / Thompson Clinical Content
- ✚ Nurse Support: features and enhancements that make nurses' lives easier
- ✚ Queuing for efficiency and flexibility
- ✚ Reporting and Documentation (information is power)

Schmitt - Thompson: Proven Clinical Content

LVM has partnered with Drs. Barton Schmitt and David Thompson to make available the most tested and clinically proven protocols. The content is available in three versions: after-hours, office-hours and managed care. Each version provides consistent content, adapted for the setting in which it is used.

Barton Schmitt, MD is the renowned expert and pioneer in pediatric telephone triage. Dr. Schmitt's pediatric protocols are widely recognized as the gold standard of telephone care among pediatricians and have been field tested by more than 400 call centers, nationally and internationally.

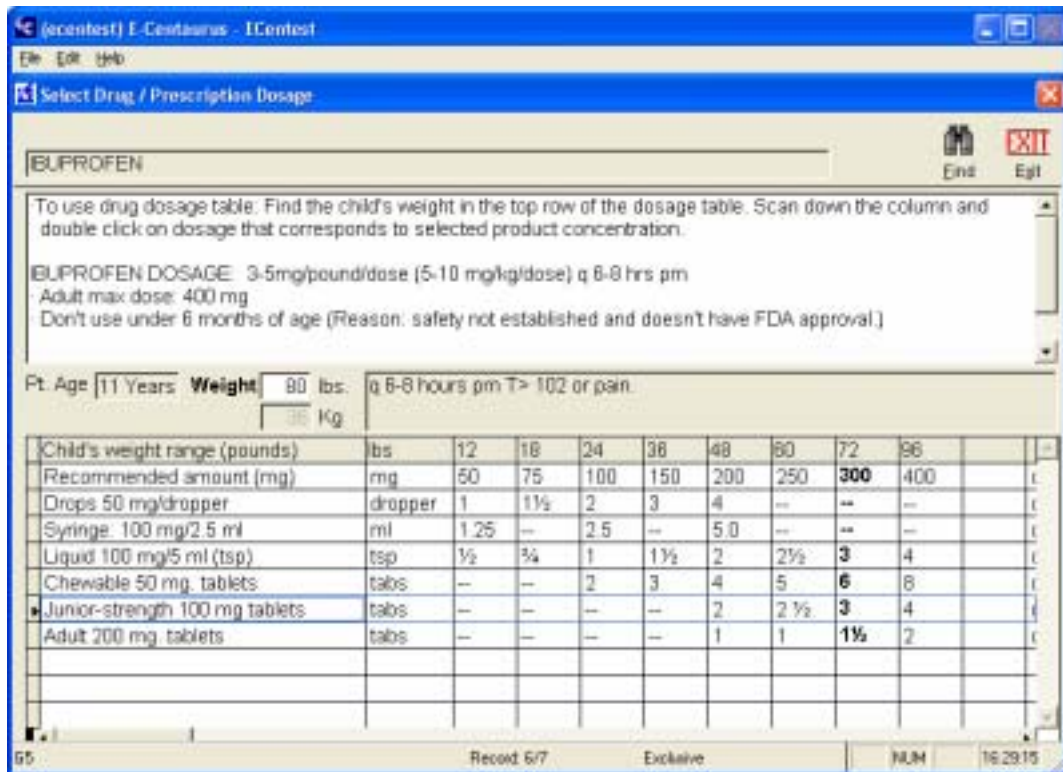
Our adult protocols were developed in partnership with Dr. Schmitt by emergency and internal medicine physician, David Thompson, MD. Dr. Thompson's experience includes several years as Medical Director of a call center. His adult protocols follow an identical structure and philosophy to Dr. Schmitt's pediatric content, resulting in a synergistic approach that reduces the length of calls. Dr. Thompson's adult protocols have been field tested with positive outcomes in call centers, both large and small.

The clinical content can be modified to meet the preferences of your medical advisors. Also, the software will track and alert nurses to provider-specific or health plan-specific exceptions, which may exist.

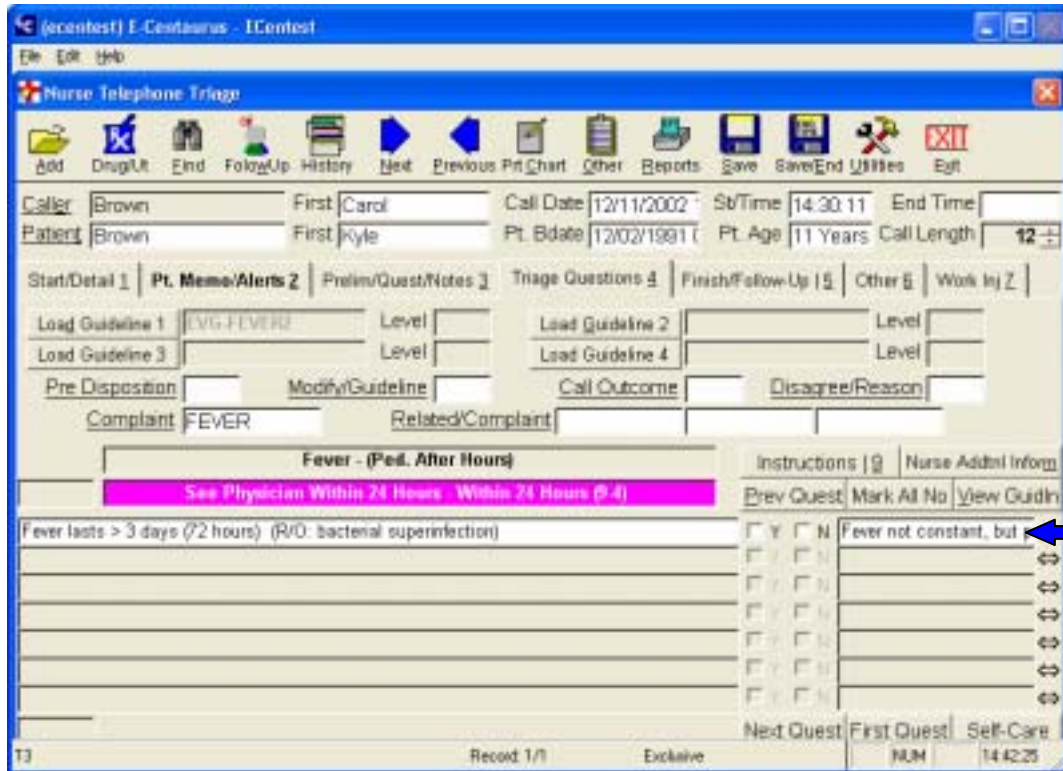
Software: Focused on Nurse Support

The purpose of call center software is to automate the triage process and provide a system for efficient data capture and call tracking. What sets E-Centaurus apart are the “nursing support” enhancements - the result of listening to feedback from hundreds of triage nurses and developing features to make their lives easier.

- **Customization:** unlike any other vendor, LVM will customize the software to support each client’s unique call process. The implementation team works side-by-side with our customers to tailor screens, data fields and reports to address your unique requirements. The final screens reflect their desired call process and supports their individual business needs.
- **Medication / Dosage Calculator:** when OTC medications are recommended within Care Advice, the nurse can access the software’s dosage calculator. Calculations are based upon patient weight and the medication’s strength and form – saving time while enhancing accuracy.



- **Question or advice-specific comments:** E-Centaurus allows ad hoc information to be captured at the point (question or advice piece) it occurs. This allows more precise documentation and eliminates the nurse having to recreate the scenario in log notes (shortens typing).



- **Frequently Used Protocols feature:** most call centers can verify that 75% of the calls are addressed by the top 20 protocols. LVM's Frequently Used Protocol option presents a pick list of perhaps the "top 15 or 20" protocols of your selection. This is a time-saver during the virus season.
- **Adjustable views of protocols:** telehealth nurses have different needs and preferences, some of which change with their experience levels. With this in mind, LVM provides two ways to view triage questions: one/few at a time, or full screen (showing many questions in sequence). The call center manager can assign nurses the privilege of one or both views to best support training process or policies.
- **Remote access:** enabling staffing flexibility can be a key to running an efficient call center. Remote access allows you to 1) staff for short periods of peak call volumes (which could include overflow situations) and/or 2) gain access to staff further than driving distance away from your call center – maybe tapping into more abundant labor pools. LVM is a Citrix

business partner and has implemented several remote applications; encrypted and protected to address HIPAA standards. MS Terminal Server is also supported.

Queuing: the ability to place calls into a hold or follow-up call queue, is easily facilitated by E-Centaurus.

The *Receptionist Model* (or call back model) is being implemented by many call centers to improve response times and use nursing time more cost-effectively. To support this, LVM has a Quick Entry screen for registration and initial data capture by a staff member who “fronts” the call (typically non-clinical staff). The call is then put into queue for the next available nurse. The queue is feature rich, allowing assignment of RVU (relative value unit, severity), language, wait time, number of attempts, specific staff or role, etc.

The queue also facilitates *follow-up calls*, which may be indicated by the disposition, protocol, call center policy or nurse’s discretion. E-Centaurus tracks queue time and each time segment of call activity, so that call performance and customer service may be analyzed in great detail.

Documentation and Reporting: both are mission critical to the triage process – for both communication and management purposes.

Call documentation is the basis for communicating triage encounters to physicians, health plans and/or contracted clients. Each customer (receiving call documents) may want to see a different level of detail to meet their information requirements. E-Centaurus can easily facilitate multiple formats of the call document, and also transmit the information in the preferred format of the customer (print, fax, e-mail, export).

Reporting and analysis are essential for managing quality, performance, efficiency, and risk. While there are many standard performance metrics, the ability to produce custom reports is key in managing your call center operation. LVM understands this. E-Centaurus provides more than 2000 standard reports and LVM provides custom reports at no charge. The number of free custom reports allotted monthly is based upon the number of licensed workstations.