

After office hours,
in case of
emergency,
patient calls the
Doctor's office.



-----Patient gets connected to Tel-US Call Center-----

-----Step 1- What is your emergency?-----

Agent attempts to triage calls based on emergency
indicated by the patient.

-----Step 2- Acquire Patient Information.-----

Patient Name, Age, Sex, DOB is documented by the
Agent on the Tel-US portal.

-----Step 3- Connect with Physician-----

Based on the Protocol, Agent will page and then call
the On-call Physician Via Tel-US (Startel App on their
phone)

-----Patient is made aware of the charges and connected to Physician-----

Patient speaks to
Physician.



-----Encounter is recorded on the Tel-US Portal-----

Staff arrives next
day to check the
portal and all
action steps are
completed.

