ENGLISH

platform24

User Manual – Assisted triage for Clinic24

Clinic24 v 4.6

Manual version 6.0
2022-10-31

Abstract

User Manual for the Practitioner assisted triage function in Clinic24.

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CE 2862

Triage24 is a certified medical device. All data is encrypted while transmitted and processed according to the GDPR and the Patient Data Act.

Platform24 Healthcare AB

Västra Järnvägsgatan 7, SE-111 64 Stockholm, Sweden

Consult instructions for use: eIFU provided from within the product and via manufacturers webpage.

UDI

Basic UDI-DI: 735012722P24001LR

UDI-DI: 7350127221004

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1. Contact details

1.1. Manufacturer

Address	**Platform24 Healthcare AB**
	Västra Järnvägsgatan 7
	SE-111 64 Stockholm
	Sweden
Website	https://platform24.com

1.2. Technical Support

1.2.1. End user support

Platform24 does not offer direct access to *end user* support. For questions, the first line of support is your on site *superusers* and trainers.

For information about the superusers in your organisation please refer to your internal routines and procedures.

1.2.2. Superuser support

A *superuser* is an end user with increased knowledge and responsibility about the platform on each unit.

The superuser acts as the first-line support for the end users on the device and is the one who turns to Platform24 for further support, if necessary.

For information about the superusers in your organisation please refer to your internal routines and procedures.

Urgent cases

For urgent support cases superusers should call the Platform24 support phone number below.

Phone: +46 (0) 10-140 23 21

Non urgent cases

For all non urgent support cases superusers should email the support email below.

E-mail: `<support@platform24.com>`

For questions regarding additional services or modules your organisation may want to buy or activate, superusers should contact their *Customer Success Manager*, (*CSM*) at Platform24.

1.3. Feedback and questions regarding the user manual

For feedback and questions regarding the user manual please email the user documentation support email below.

E-mail: <ud.feedback@platform24.com>

1.3.1. Request printed version of the instructions for use

Platform24 provides the instructions for use for its products in electronic form.

If you require a paper version of the user manual, please contact Platform24 via:

E-mail: <ud.feedback@platform24.com>

2. Symbols

CE 2862	CE marking
	Manufacturer
	Consult instructions for use
	Warning
MD	Medical Device
	Translation
UDI	Unique Device Identifier

3. Warnings

All the warnings relevant for the Assisted triage are summarized in this chapter.

WARNING
The result page from the triage as well as the practitioners own assessment must be used to give the patient a recommendation for continued treatment options.

IMPORTANT
The device Triage24 does not by itself offer medical advice, possible diagnosis, or treatment recommendations, or inform/drive management of any medical condition.

If populated with medical content containing e.g. medical advice or recommendations on management, the Triage24 device can present such content to patients.

IMPORTANT
In the case of a guardian seeking care for a child you initially search for the guardian as if they were the patient. You will change to the child as patient in a later step.

4. Practitioner assisted triage via Clinic24

4.1. Introduction

This User manual describes how to use the Practitioner assisted triage function in Clinic24.

The purpose of the Clinic24 platform is to make your work as smooth and easy as possible without compromising on medical quality. Clinic24 is the healthcare staff's module in the platform solution offered by Platform24, and where chat and video consultations take place.

Chat history, pictures and files sent in the platform, as well as the auto-anamnesis created during triage, and the medical record that healthcare professionals create in Clinic24 are handled according to the Swedish Patient Data Act (PDL), which means that the information is stored for at least 10 years, unless the responsible caregiver requests thinning of data before then. Video consultations and telephone calls in Platform24 are not saved.

Healthcare practitioners are authorized to use Clinic24 by the administrator of their healthcare provider or work unit.

To be able to log in to Clinic24, you need an electronic identification. The most commonly used is a SITHS card. Some healthcare providers or work units use mobile BankID.

4.2. Assisted Triage module

Assisted triage is the module of Triage24 created for the needs of the practitioner user group performing assisted triage. This means that the practitioner assists patients in being triaged when they cannot use the patient application themselves.

4.3. Intended use for Assisted triage

The intended use of Assisted triage is for healthcare professionals to perform automated triage on behalf of the patient and guide patients to a suitable level of care based on their symptoms and the medical content result.

4.4. Intended users for Assisted triage

Healthcare professionals working within a healthcare provider.

Details

Type of user	Professional
Age	>20 years old
Level of instructions	• Licensed practitioner, ie medical doctor, nurse, psychologist • Level *B1-B2* in the language supported in the product for the relevant market. • User manual

4.5. Intended operational environment for Assisted triage

Application	Assisted triage in Clinic24
Environment	• Home/office environment with connection to internet • Normal ambient conditions

Frequency of use	Several times a day
Platform	The product is used on a standard PC with the minimum requirements: • Hardware; dual-core processor, 4 GB RAM • Software; latest versions of Edge, Safari, Chrome and Firefox • Data bandwidth; 300 mbps (video) / 50 mbps (voice) • IT security; https

5. Using Assisted triage

When using assisted triage healthcare practitioners are advised to combine their own professional assessments with the triage recommendation in order to guide patients into the necessary treatments or offer medical advice.

WARNING
The result page from the triage as well as the practitioners own assessment must be used to give the patient a recommendation for continued treatment options.

IMPORTANT
The device Triage24 does not by itself offer medical advice, possible diagnosis, or treatment recommendations, or inform/drive management of any medical condition.

If populated with medical content containing e.g. medical advice or recommendations on management, the Triage24 device can present such content to patients.

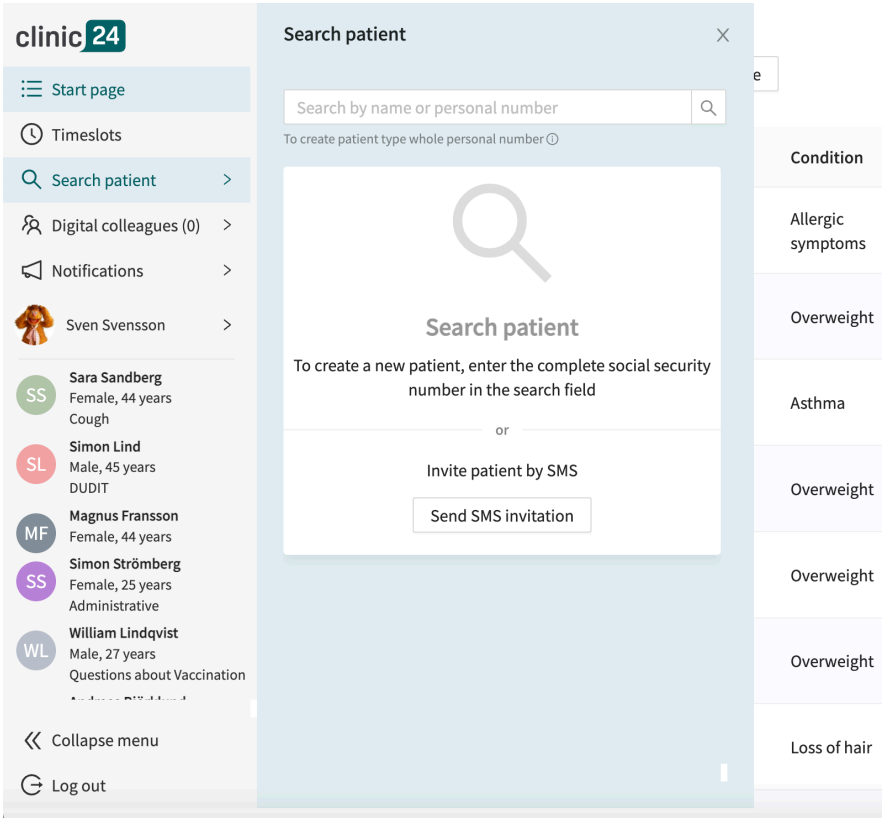
5.1. Start triage

To start triage on behalf of a patient in Clinic24, follow the steps below in Perform triage for patient: [11].

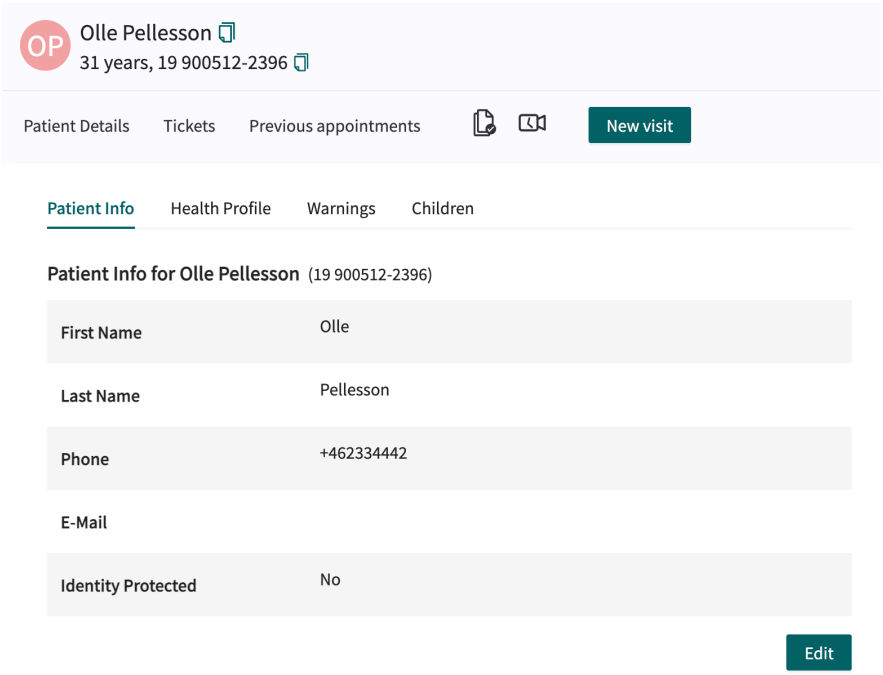
If a guardian seeks care for their child, follow the steps below in Perform triage in the case of a guardian seeking care for a child: [13].

Perform triage for patient:

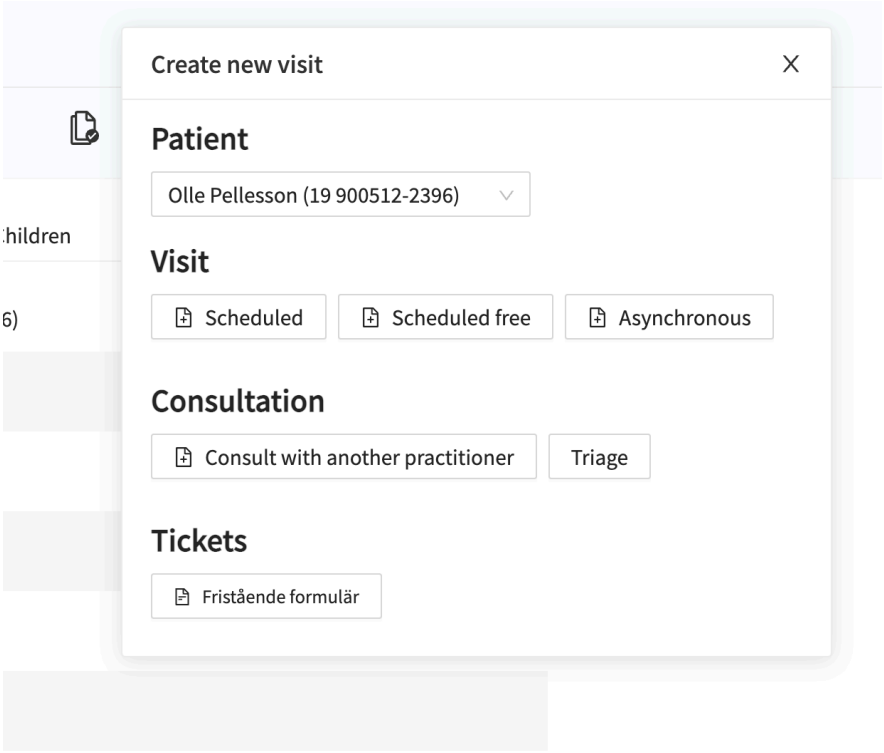
1. Go to Clinic24 and click on **Search patient** in the left menu bar.
2. Write the name or social security number of the patient in the **Search field**.



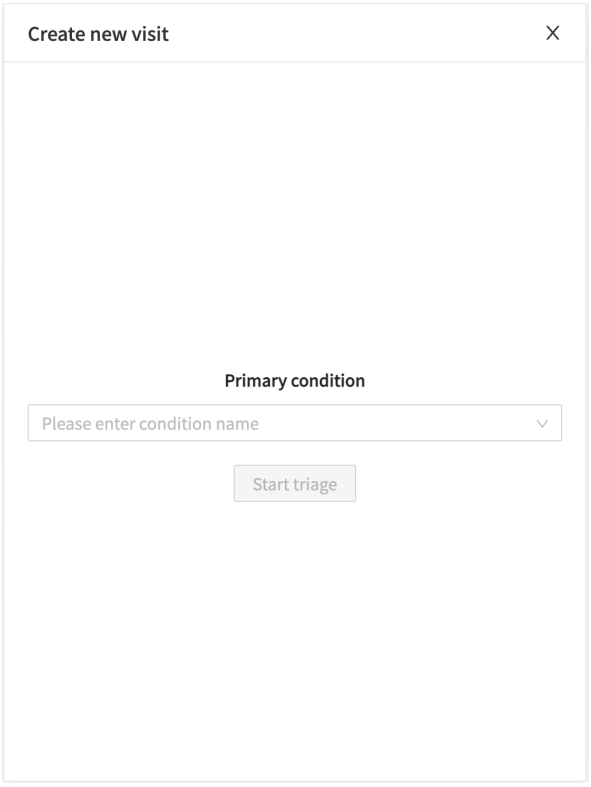
3. Click **New**.



4. Click on the **Triage** button under the heading **Consultation**.



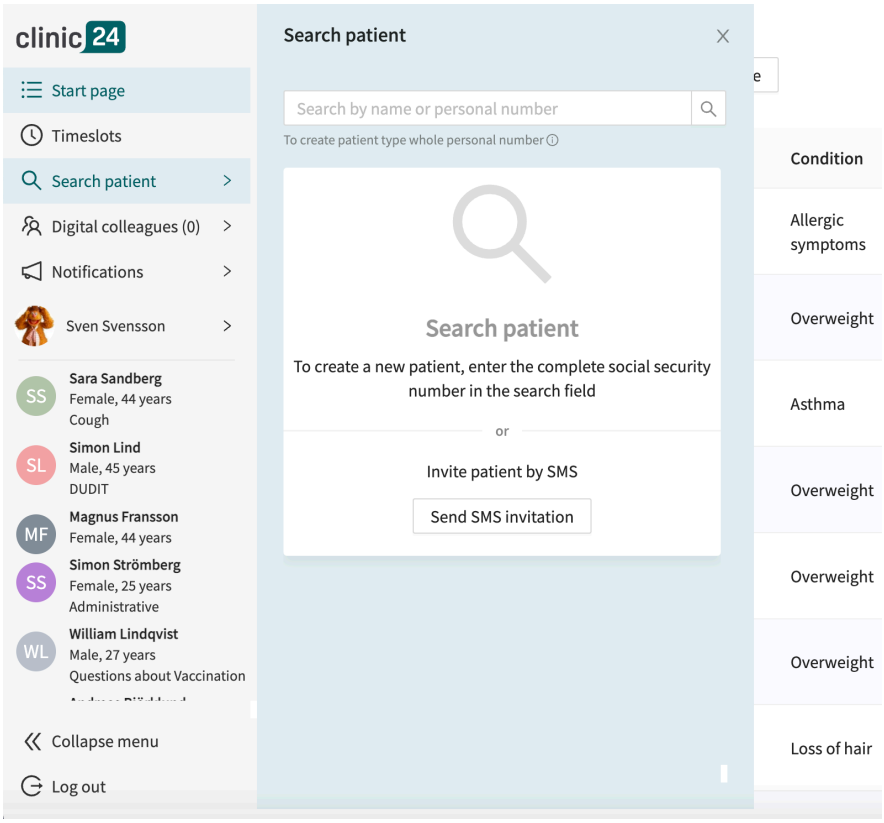
5. Enter the search cause that describes the patient's problem in the field **Primary condition**.



6. Click **Start triage**.

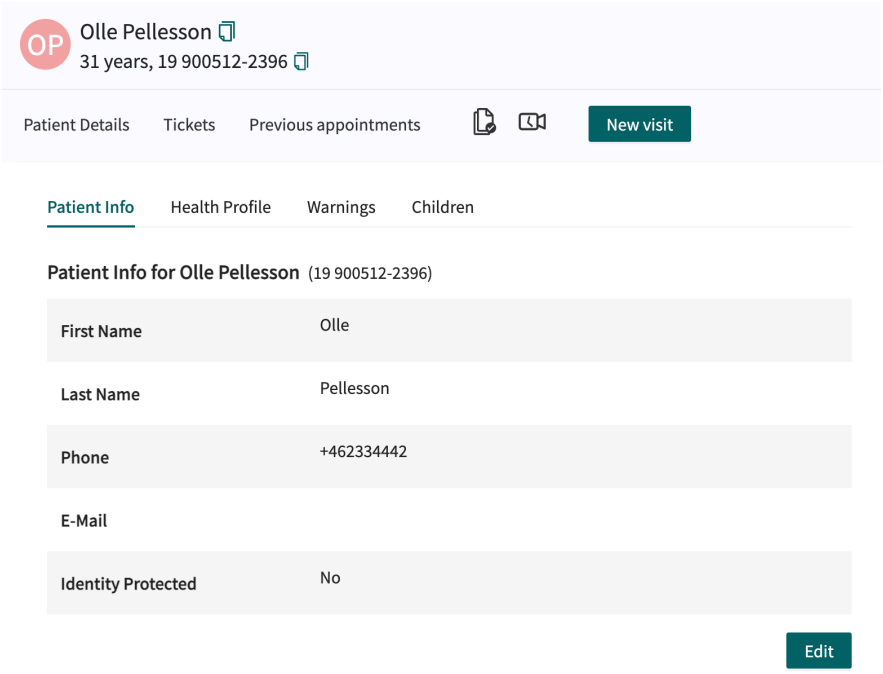
Perform triage in the case of a guardian seeking care for a child:

1. Go to Clinic24 and click on **Search patient** in the left menu bar.
2. Write the name or social security number of the guardian of the patient in the **Search field**.

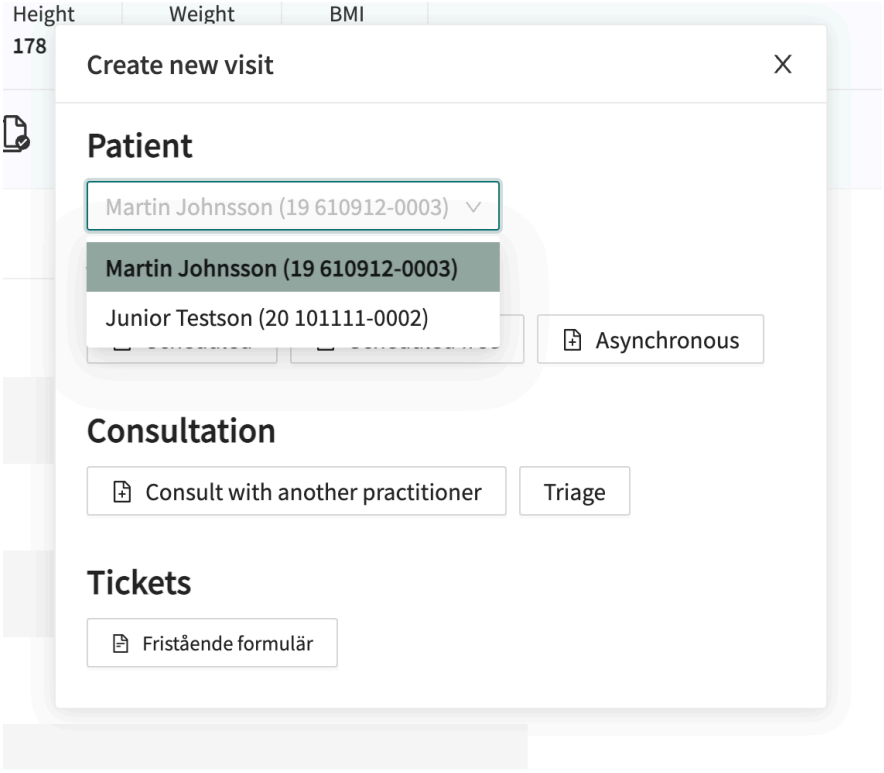


IMPORTANT
In the case of a guardian seeking care for a child you initially search for the guardian as if they were the patient. You will change to the child as patient in a later step.

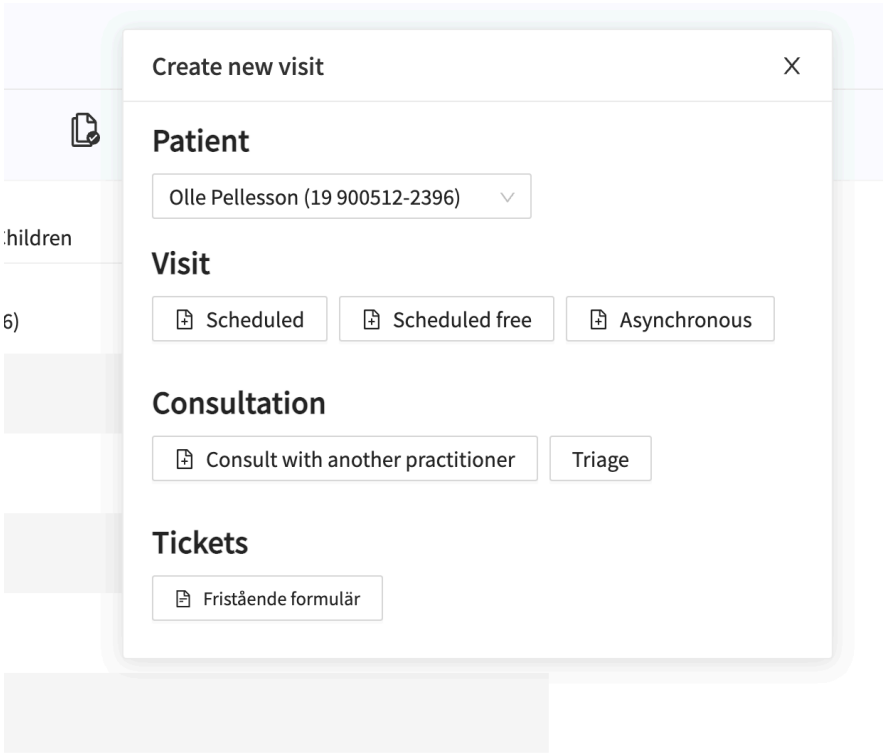
3. Click **New**.



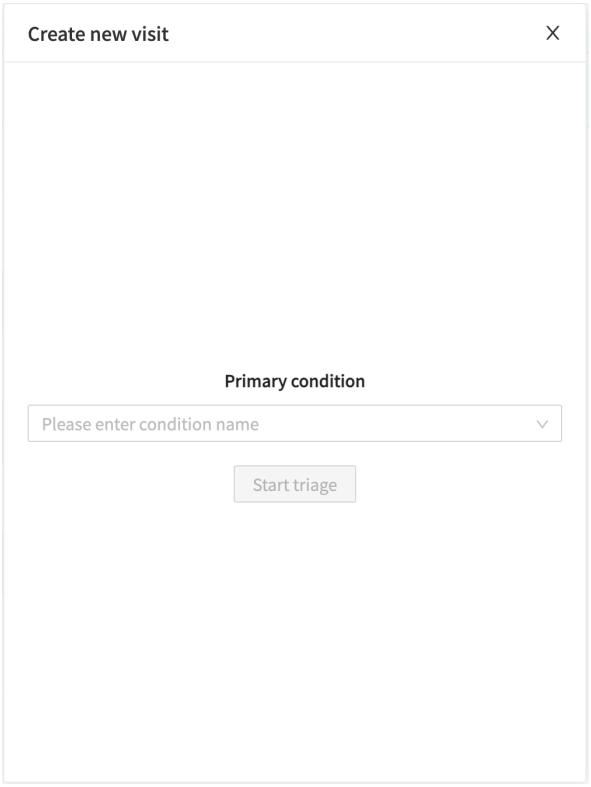
4. Select the child under **Patient**.
(The default value is the guardian.)



5. Click on the **Triage** button under the heading **Consultation**.



6. Enter the search cause that describes the patient's problem in the field **Primary condition**.

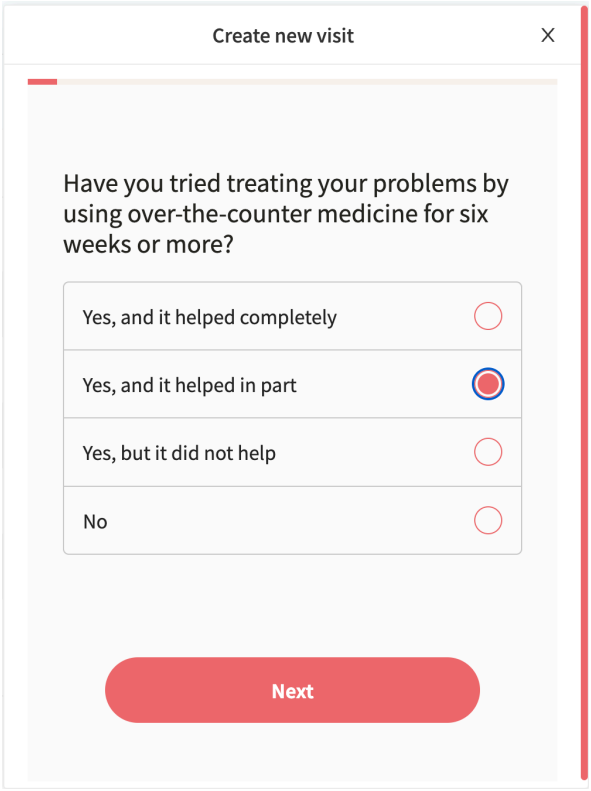


7. Click **Start triage**.

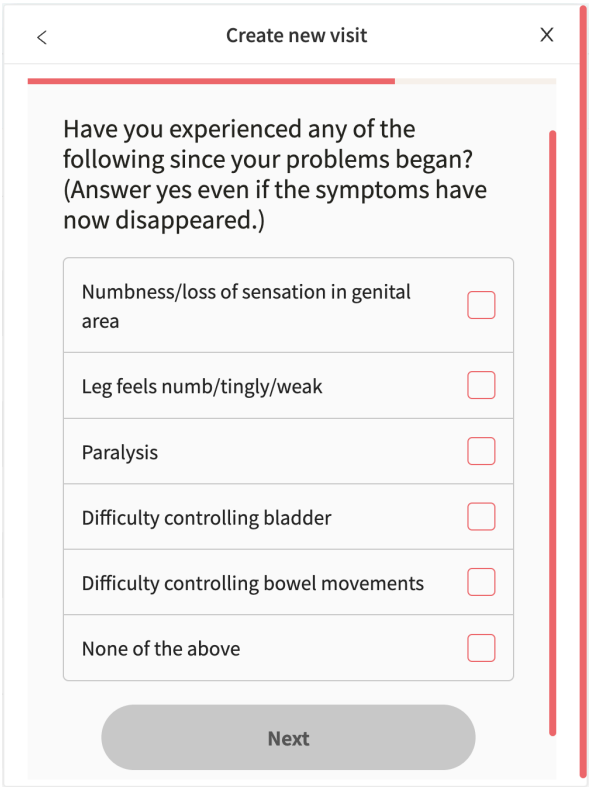
5.2. Perform triage

The triage will now be started. Carry out the assisted triage by:

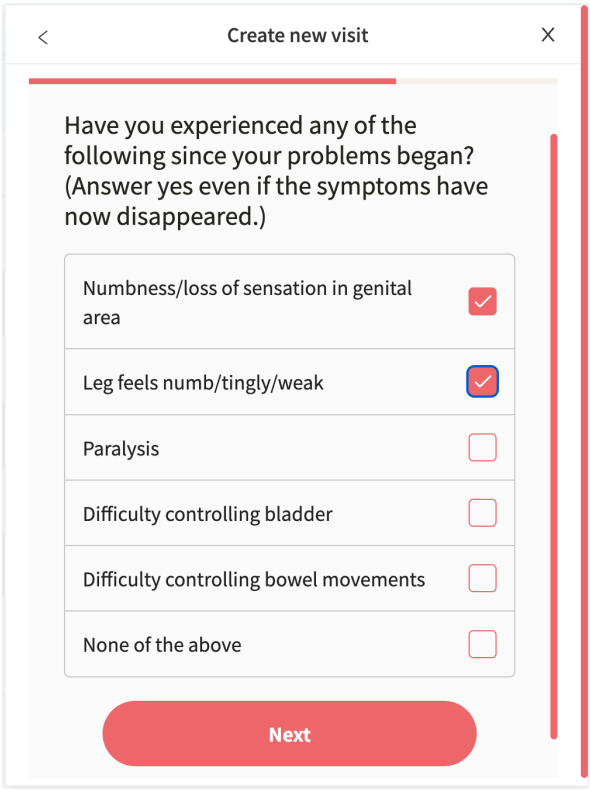
1. Ask the patient the questions that appear in the triage.



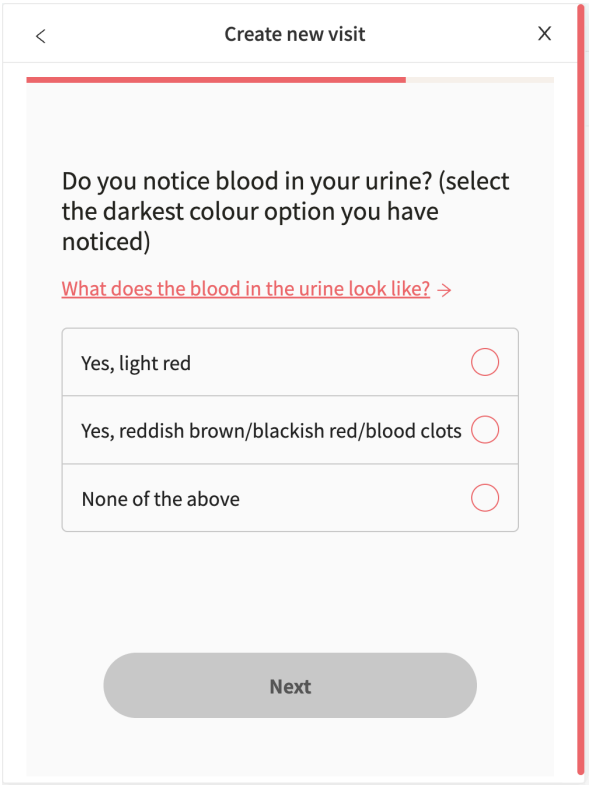
2. If response options are presented, present the response options to the patient.



3. Answer the questions based on the answer provided by the patient. Click **Next** to get the next question.



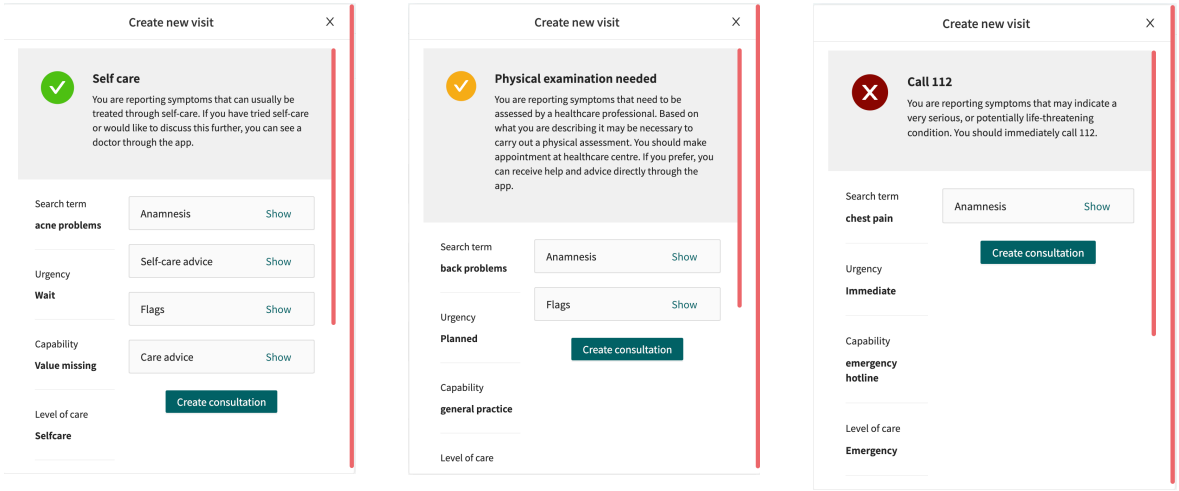
4. If needed - Click the **arrow** at the top left to go back and change the answer to a question.



5.3. Result from the Triage

When the triage of the patient is complete, the results page is presented.

See image below for three examples of results pages.



5.3.1. The recommendation

The recommendation icon

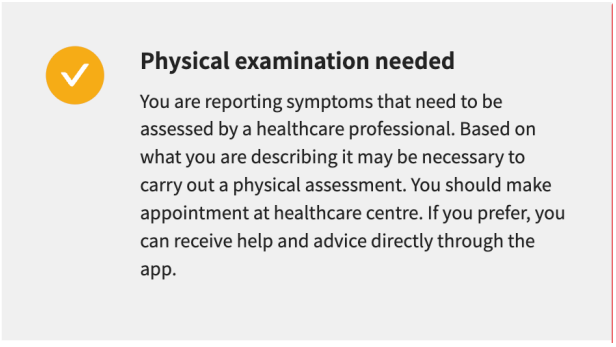
The patient recommendation is shown in a gray box on the top of the results page.

The icon next to the patient recommendation text appears in either green, yellow, or red. The color indicates the degree of urgency of the outcome:

Image	Colour	Urgency	Explanation
	Green	Non urgent	Usually ailments that can be treated by the patient via self care
	Yellow	Medium urgency	Non urgent cases that needs to assessed by a practitioner. Depending on the case patients should get an apointment: • Next avaible appointment during working hours • Within 24 hours • Urgently
	Red	Urgent	Seek care Immediately Patients are exhibiting symptoms that may be serious and/or life threatening and are urged to call 112

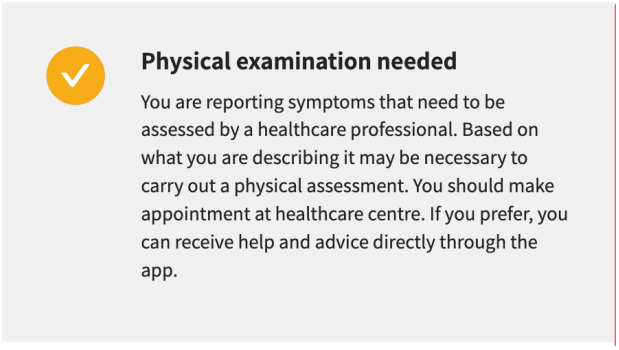
The recommendation title

The title of the recommendation is the bold text at the top of the gray box. It briefly describes the recommendation to the patient based on the result of the triage.



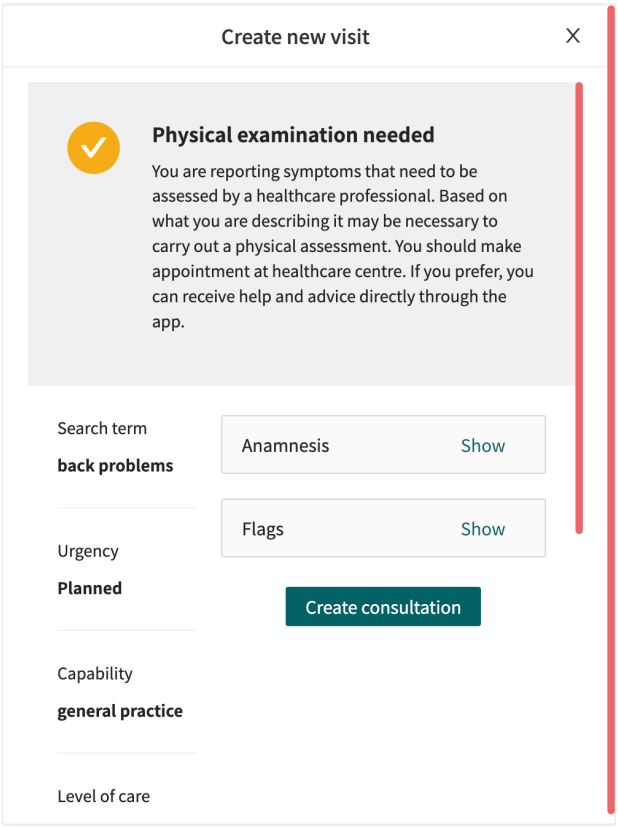
The recommendation text body

The recommendation text is the piece of text under the recommendation title. It presents the recommendation that the patient would have received if the patient had answered the triage via the standard patient application.



5.3.2. Detailed results

The values from the outcome that the patient received are specified on the left side of the results page (see image below for examples) and present the current values for the outcome from the triage:



Possible outcome attributes and their meaning:

Urgency level How quickly the patient should receive care:

I. Immediately
II. Urgently
III. Nearest 24 hours
IV. During office hours in the near future
V. Wait / defer

Care type

Online recommended	if the patient is recommended to be managed via online visits
Online possible	if the patient can be managed via online visits
Offline	if the patient should be handled offline

Care level

- Stop
- Online
- Counseling
- Primary care
- Specialist care
- Emergency Care
- Earlier caregiver / care contact
- Self care

Profession

Which type of healthcare practitioner (profession) the patient is recommended to get in touch with according to the partner's rules for the business. Examples of professions:

- Occupational therapist
- Pediatrician
- Biomedical analyst
- Psychologist
- Dentist
- Ophthalmologist
- Speech therapist
- Midwife
- Assistant nurse

Competence

What skills may be needed for the patient's continued management. Examples of competencies:

- Gynecology
- Addiction care
- Emergency room
- Youth
- Home health care

Appointment priority

The priority that the patient would have received in an online case created in Clinic. The priority is a number between 1-5, where 1 is the highest priority and 5 the lowest.

Expandable fields

Further expandable fields are also displayed on the results page. The following fields are expandable and are presented by clicking **View**.

The fields can be minimized again by clicking **Hide**.

Anamnesis

Here, an automatically summarized anamnesis text is presented. The anamnesis text is based on the answers the patient has given during the triage. This text can be copied into the patient's medical record.

Flags

Here special "flags" assigned to the patient during the triage are presented. Flags contain important information that should be taken into account by the practitioner. For example, if Covid symptoms have been described.

Exit care advice Here, additional information or advice is presented for the specific outcome that the patient receives via the triage.

> **NOTE**
> This feature is optional and only available for partners who have activated it.
>
> Contact the your *super user* or *customer success manager* for further information.

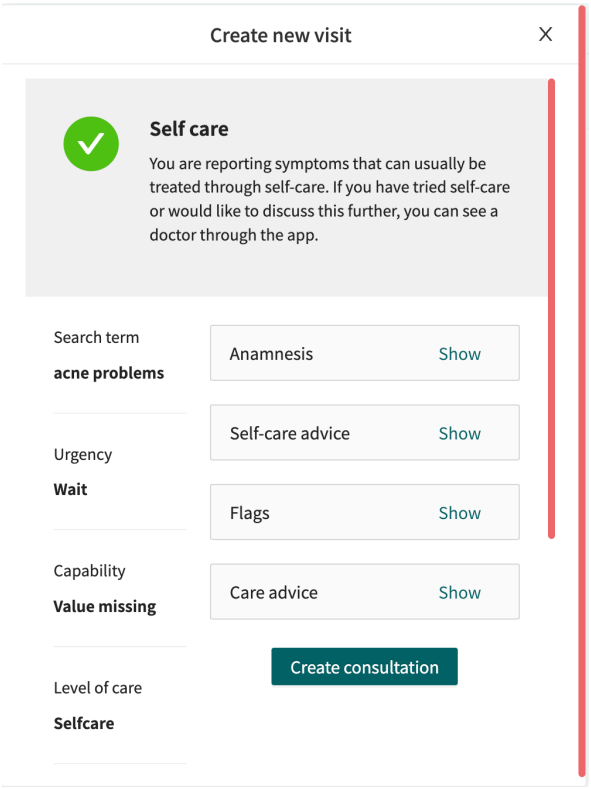
Self care advice If the triage of the patient has resulted in a recommendation that includes a self-care advice, it will be presented here

Create consultation

> **NOTE**
> This feature is optional and only available for partners who have activated it.
>
> Contact the your *super user* or *customer success manager* for further information.

If the feature is enabled, the button **Create consultation** is visible at the bottom of the results page.

1. Click on **Create consultation** , a consultation can be created with the relevant healthcare professional.

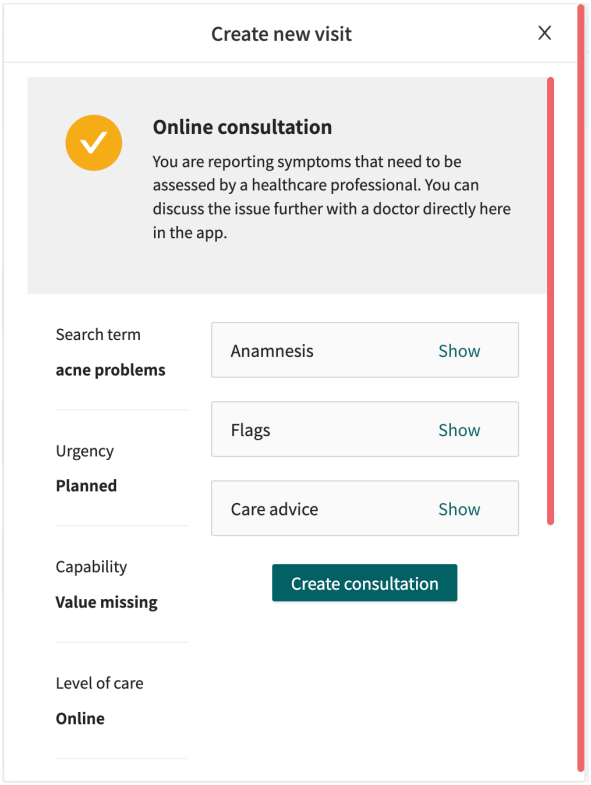


2. Select the relevant healthcare professional, and create a consultation.

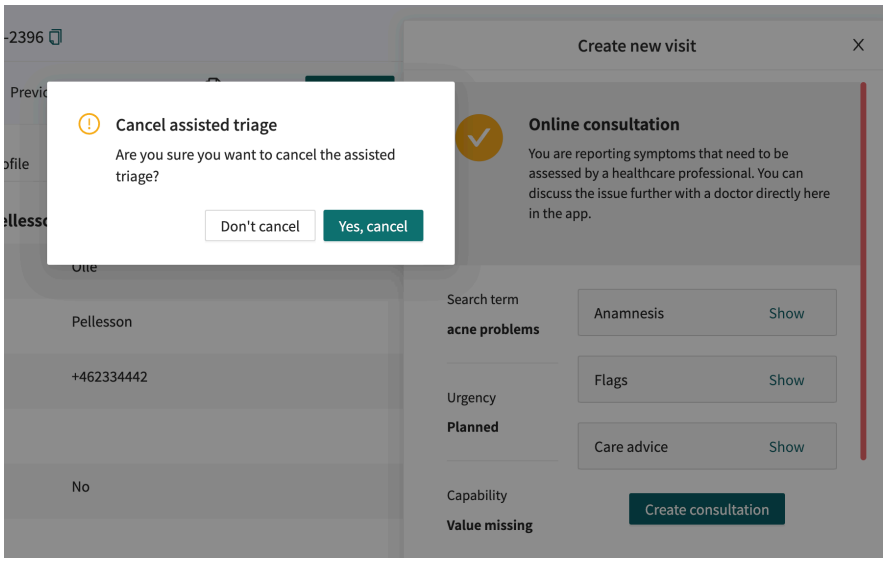
5.4. End assisted triage

WARNING
The result page from the triage as well as the practitioners own assessment must be used to give the patient a recommendation for continued treatment options.

1. To cancel and close the box for assisted triage, click on the **X** in the upper right corner.



2. To confirm that you want to exit, click **Yes, cancel**. If you do not want to quit, click **Don't cancel**.


Create new visit
Cancel assisted triage
Are you sure you want to cancel the assisted triage?
Don't cancel
Yes, cancel
Online consultation
You are reporting symptoms that need to be assessed by a healthcare professional. You can discuss the issue further with a doctor directly here in the app.
Pellesson
+462334442
No
Search term
acne problems
Urgency
Planned
Capability
Value missing
Anamnesis
Show
Flags
Show
Care advice
Show
Create consultation

6. Versions

Versions of the Assisted triage for Clinic24 User Manual of Triage24.

#	Date	Description	Created by	Reviewed by
1.0	2021-11-30	1st version.	Lovisa Lundin	Nicole Kvist
2.0	2022-01-17	Update	Nicole Kvist	Lovisa Lundin
3.0	2021-01- 24	Updated intended use, profile and environment.	Lovisa Lundin	Nicole Kvist
4.0	2021-01- 25	Updated intended use, profile and environment	Nicole Kvist	Lovisa Lundin
5.0	2022-04-07	Transfer of the content from the Word file to Paligo: Translation from SE to EN. Improvements and rewrites as necessary for the new format. Adaptations to switching to EN as primary source language.	Eva Daskalaki	Nicole Kvist
6.0	2022-10-31	Triage24 MDR certification version. Corrected typos.	Helena Nilsson	Nicole Kvist Oskar Höllgren