

# Parents See Most Things As Urgent. Your Staff Shouldn't Have to Guess.

Give worried parents faster answers and help urgent cases get seen sooner. Evidence-based triage protocols and your own practice rules built into every call, so new hires perform like experienced staff from day one.

## What This Looks Like in Your Practice

Newborn fevers, vaccine questions, and anxious parents all come through the same channel. **CareDesk pulls together the child's age, symptoms, immunization status, and sibling relationships before anyone picks up**, then applies your age-specific rules, so a fever in a 6-week-old is handled very differently than in a 6-year-old.



### WORKFLOW 01

#### Same-Day Symptom Call

Your same-day assessment pathway triggers based on the child's age and symptoms. Age-specific urgency rules apply immediately, so your staff aren't guessing, and the appointment is scheduled before the parent hangs up.



### WORKFLOW 02

#### Well-Visit With Overdue Siblings

When a parent calls for one child, Elevate Copilot identifies siblings due for vaccines or well-child visits and offers coordinated scheduling, so the whole family is handled in a single call.



### WORKFLOW 03

#### Late-Day Symptom Concern

Your team provides clear, documented guidance and confirms the next step before the end of the day, so the worried family isn't calling back after hours with the same concern.

## What Your Peers Are Seeing



*When a parent calls about fever in their 8-week-old, Elevate Copilot immediately flags 'Fever in infant under 3 months: requires same-day evaluation per practice rules. Dr. Chen has a 2 PM urgent slot.' Our schedulers aren't guessing about age-specific protocols anymore.*

CHILDREN'S HEALTH PARTNERS



*CareDesk tracks sibling relationships now. When a parent calls to schedule the 4-year-old's well-visit, Elevate Copilot surfaces 'Sibling age 7 due for well-visit and Tdap booster: schedule together?' That family-centered coordination is exactly what busy parents need.*

RIVERSIDE PEDIATRICS

60%

Of appointments self-scheduled by parents

21.7K

Completed encounters in 12 months

Hrs

Onboarding, down from weeks

Source: Lakeside Pediatrics. Customer data on file, Keona Health.

### Map My Top 3 Pediatric Call Types

We map your top three pediatric call types and simulate how routing, clinical prioritization, and scheduling work in your actual environment. Your workflows, your rules, your results.

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