

A Step-by-Step Guide to Remote Triage for GP Practices

HOW TO GET STARTED AND GO-LIVE
IN UNDER 3-HOURS

By Jason Maude

REMOTE TRIAGE USING ISABEL

This is a step-by-step guide on to how to use and set up the Isabel Remote Triage system. The examples currently shown are in primary care, but the system can just as easily be adapted to work in secondary care

STEP 1

Once you decide to go ahead, we will send you a link to place on your website.

STEP 2

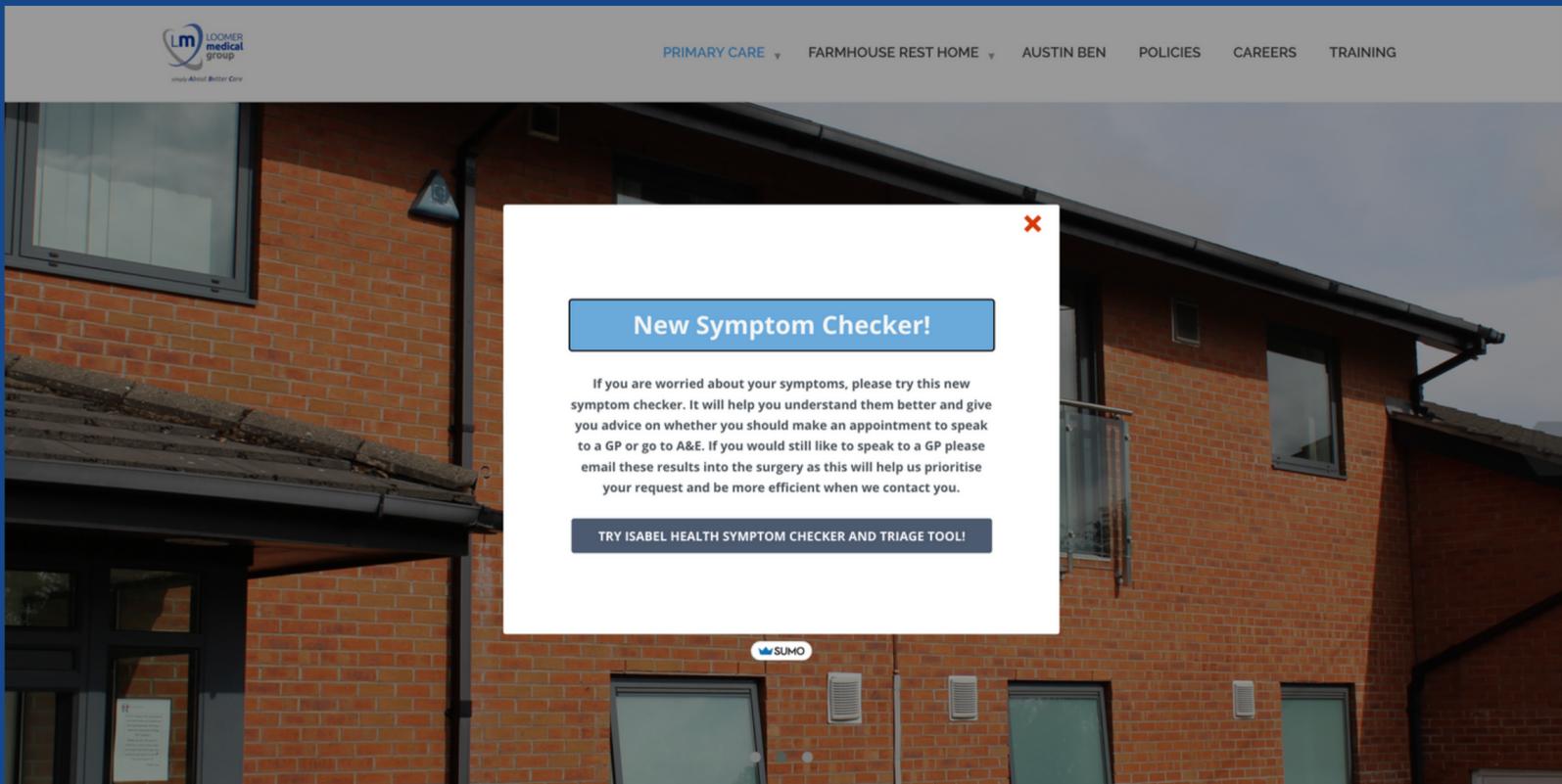
You need to decide where the link goes and the process you want patients to follow. For example, do you still want to give patients choice, or are you restricting access to your institution so need them to follow a defined process if they want to talk to a doctor.

Here are a couple of examples:

Example 1: Witley Surgery – patients provided with choice

The screenshot shows the website for Witley & Milford Medical Partnership. The header includes the partnership name, contact information for Witley Surgery (01428 682218) and Milford Crossroads Surgery (01483 414461), and a search bar. The main navigation menu includes Home, Services, Team, Patient Information, About, Patient Group, and News. Below the navigation, there are four service tiles: 'askmyGP GET HELP NOW', 'ISABEL - CHECK YOUR SYMPTOMS' (highlighted with an orange circle), 'REPEAT PRESCRIPTIONS', and 'WHO SHOULD I SEE?'. Below the tiles, there is a 'Welcome to The Witley and Milford Medical Partnership' section and a 'Latest News' section with a headline 'COVID-19 Request for holiday cancellation letters'.

Example 2: Loomer Medical – patients currently provided with choice



In this example, the practice is still providing choice but, if the situation got worse, then the message in the pop up window could be replaced with something more prescriptive like:

New Symptom Checker

Due to the level of unprecedented demand on our GPs and nurses, if you are feeling unwell and want to speak to a doctor you must first use this new symptom checker. It will give you advice on whether you should make an appointment to speak to a GP or go to A&E. Please email the results into the surgery as this will help us prioritise your request and be more efficient when we contact you. Isabel Symptom Checker and Triage tool

For routine matters such as repeat prescriptions click [here](#)

STEP 3

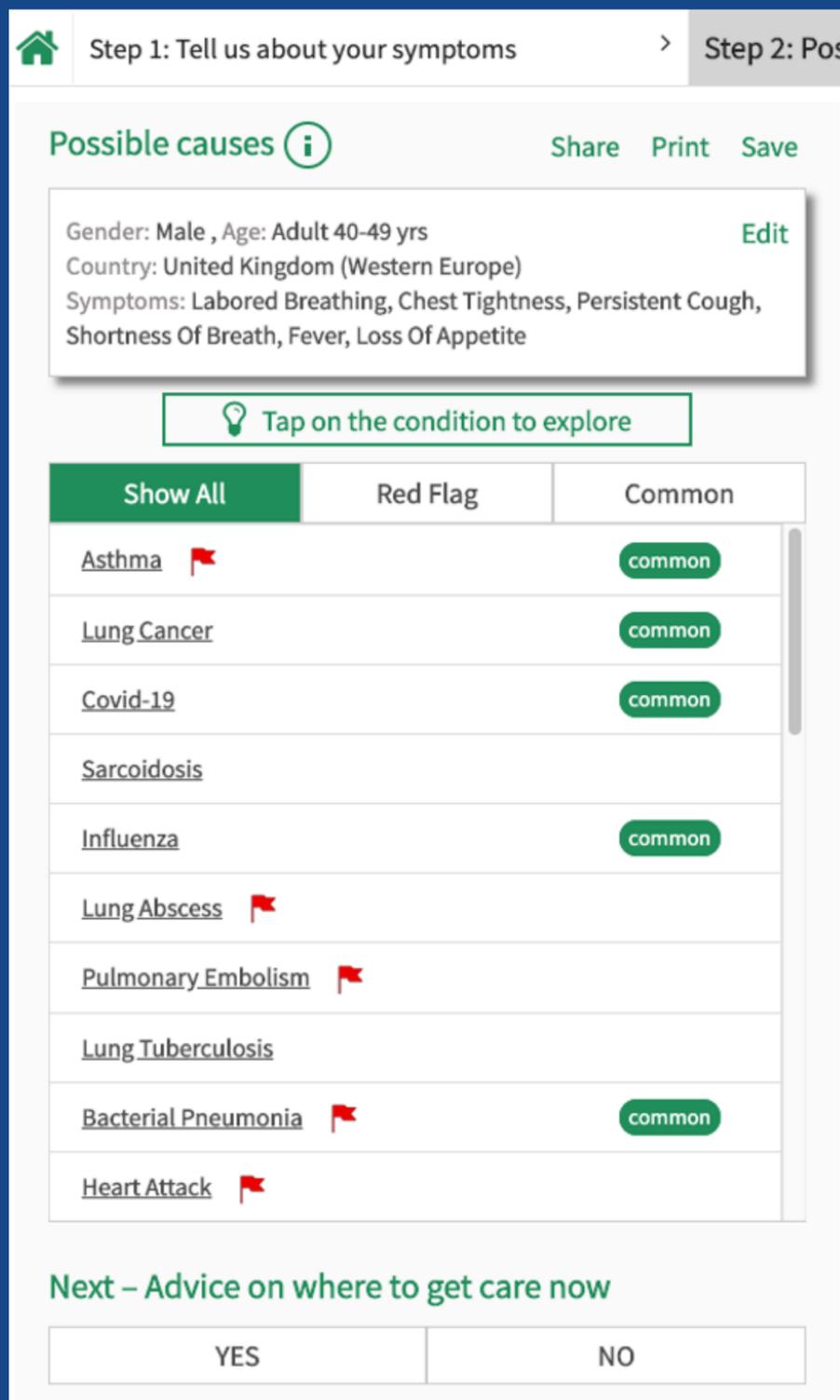
When the patient clicks on the link, they will be taken to the Isabel symptom checker page where they can enter their symptoms:

The screenshot shows the 'Step 1: Tell us about your symptoms' page of the Isabel symptom checker. The page has a navigation bar with a home icon and two steps: 'Step 1: Tell us about your symptoms' (active) and 'Step 2: Possib'. The main content area is titled 'Symptom details' and contains several input fields and buttons:

- How old are you?**: A dropdown menu with 'Adult 40-49 yrs' selected.
- What is your gender at birth?**: Two buttons, 'Female' and 'Male', with 'Male' selected.
- Country of residence OR recently visited:**: A text input field containing 'United Kingdom' and an information icon.
- Describe in your own words OR select symptoms from list:**: A section with an information icon, a list of selected symptoms in blue buttons with close icons, and a text input field. The selected symptoms are: 'labored breathing', 'chest tightness', 'persistent cough', 'shortness of breath', 'fever', and 'loss of appetite'. A green plus icon is to the right of the list.
- Get Results**: A green button.
- Clear**: A green link.

STEP 4

When they click the results button, they will see a list of possible conditions. However, it is possible to set the system up so that the patient is not shown the list of conditions at this stage but instead asked if they would like to see them at the end of the process.



STEP 5

The patient then clicks on the 'Next- Advice on where to get care now' for the triage functionality. This comprises 7 standard questions which are answered through point and click:

Where to get care?

Please answer these 7 important questions to get advice on where to seek care now.

Gender: Male , Age: Adult 40-49 yrs [Edit](#)
Country: United Kingdom (Western Europe)
Symptoms: Labored Breathing, Chest Tightness, Persistent Cough, Shortness Of Breath, Fever, Loss Of Appetite

How quickly did your symptoms develop?

Over minutes/hours	Over days
Over weeks	Over months

How long have you had your symptoms?

0-6 days	Weeks
Months	

How have your symptoms changed over the last few hours/days?

Better	Same
Worse	

How much pain or discomfort are you in?

None	Mild Discomfort
Very Uncomfortable	Unbearable

How are your symptoms affecting your daily activities?

No effect	Struggling to carry out usual activities
Unable to carry out usual activities	

Do you feel better after taking medication for your symptoms?

Not taking any	Yes
No	

Do you have any other serious, long term conditions such as diabetes, cancer, heart condition etc?

No	Yes
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Get results

STEP 6

When the 'Get results' button is clicked, the final advice is displayed as a line on a coloured bar as below:

The screenshot displays a user interface for healthcare advice. On the left, under the heading "Where to get care?", there is a box containing patient information: "Gender: Male , Age: Adult 40-49 yrs", "Country: United Kingdom (Western Europe)", and "Symptoms: Laboured Breathing, Chest Tightness, Persistent Cough, Shortness Of Breath, Fever, Loss Of Appetite". An "Edit" link is next to this box. Below this is an information icon and a note: "This is just a suggestion of where you should go now to get care and must not be relied on over and above your own instinct and judgement." Underneath, the text "Your results" is followed by a horizontal bar with a color gradient from green to red, with a vertical line indicating the result level. Below the bar is a legend titled "Emergency Services" with three items: "Walk in clinic / Telemedicine" (green square), "Family Physician / Urgent Care Clinic / Minor Injuries Unit" (orange square), and "Emergency Services" (red square). At the bottom left is a "Share report" button (disabled) and at the bottom right is a "Share report" button (active). On the right side of the interface, under the heading "Share this report with your Doctor", there are two bullet points: "Sharing this report with your doctors will help them assess how quickly you need help and provide them with important clinical information if they need to speak to you." and "Click the 'Share report' button then add your name, date of birth and contact details. These details will not be held or stored by Isabel Healthcare."

The labels attached to the colours can be customised to your institution and area and can also be hyperlinked.

STEP 7

If the patient wants your clinicians to see the results and get advice, they should click on the ‘Share report’ button and a standard one page form appears as per below:

Isabel

Patient details:

Name: Date of birth: [Email](#) [Print](#) [Save](#)

Contact details:

Any additional information which you think is relevant:

Where to get care?

Age	Gender	Country
Adult 40-49 yrs	Male	United Kingdom (Western Europe)

Symptoms entered
labored breathing,chest tightness,persistent cough,shortness of breath,fever,loss of appetite

Where to get care? - Score

Walk in clinic / Telemedicine Family Physician / Urgent Care Clinic / Minor Injuries Unit Emergency Services

Your results

Asthma	common
Lung Cancer	common
Covid-19	common
Sarcoidosis	
Influenza	common
Lung Abscess	
Pulmonary Embolism	
Lung Tuberculosis	
Bacterial Pneumonia	common
Heart Attack	

To view more conditions
[Click here](#)

Where to get care? - Responses

How quickly did your symptoms develop?
Over days

How long have you had your symptoms?
0-6 days

How have your symptoms changed over the last few hours/days?
Worse

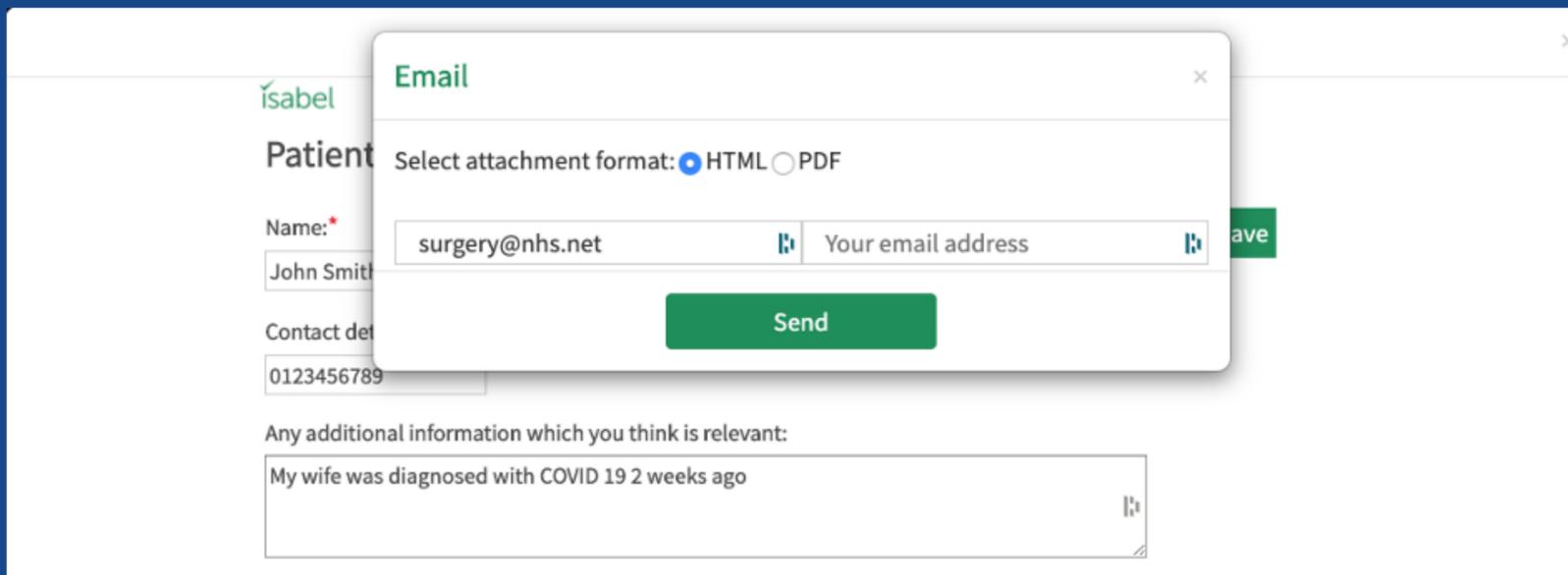
How much pain or discomfort are you in?
Mild Discomfort

How are your symptoms affecting your daily activities?

The patient adds their contact details, date of birth together with any other additional information at this stage which means that this patient identifiable data is not held by Isabel Healthcare.

STEP 8

When the form is completed, they click the email button on the top right. The email address set up by you to receive these forms will be entered by default as below:



The screenshot shows a web form titled 'Patient' with a green 'isabel' logo. The form includes fields for 'Name' (John Smith), 'Contact details' (0123456789), and a text area for 'Any additional information which you think is relevant:' containing the text 'My wife was diagnosed with COVID 19 2 weeks ago'. An 'Email' modal window is overlaid on the form, showing 'Select attachment format: HTML PDF' and an email address field containing 'surgery@nhs.net' with a placeholder 'Your email address'. A green 'Send' button is visible in the modal.

The forms can be sent as either an HTML or PDF file. It may be possible to set it up so that the form is sent directly into another electronic system such as SystemOne or AskmyGP for example.

STEP 9

You will need to make sure that somebody monitors the forms sent into this address. We suggest that an automated reply is emailed confirming that it has been received and that somebody will get back to them within a specified time period.

STEP 10

The total set up process is very easy; one of the GPs at Witley Surgery shown in point 2 set it up in under 3 hours while sick with COVID-19!



Get a Free Consultation

<https://info.isabelhealthcare.com/forward-triage-consultation>

Contact Information

Isabel Healthcare Limited

Meadowbrook

Bunch Lane

Haslemere

GU27 1AE

Tel: +44 1428 644886

Email: Jason.Maude@isabelhealthcare.com