



ANYTIME After Hours

Anytime After Hours is partnering with a team of highly qualified and experienced registered nurses to answer patient calls for pediatric practices when closed, including nights, weekends, and holidays. Pediatric clinicians will rest easy knowing their patients are receiving safe and accurate care advice with every call, avoiding unnecessary and costly emergency room visits.

Why?

- Provides a cutting-edge way to triage patients when your office is closed
- Triage via phone and video
- Enhance the ability to triage patients with video and routing to clinicians
- Option to route the patient to a provider from their practice, a partner of choice or scheduling a visit later
- Anytime After Hours with Schmitt-Thompson Protocols

When?



Weekends

Evenings

Holidays

FAQs

- **What training and background have the nurses completed?**
All of our nurses have a minimum of 5 years ER experience along with telephone triage experience.
- **What are the statistics on ED referral rates?**
5% of our calls have the disposition Go to ED Now, compared to the national call center average of 14%.
- **What is the call workflow and how do you handle high volumes?**
We dynamically add cover to high volume call times. Our patient calls go directly to a nurse and if there isn't a nurse available at the time, the caller will leave a voicemail for the nurse to return their call. 13% of our calls go to voicemail during times of high call volume; however, we do not roll calls to the MDs.
- **How does Anytime After Hours work with my Answering Service?**
No answering service is needed - we cover this as well.

How?



A child is sick and their parents can:

1. request a virtual visit with Anytime Pediatrics
2. call your pediatric practice to connect via phone to Anytime After Hours



Connect with a nurse and:

1. discuss their concerns over the phone
2. be invited into a video visit



Be guided to the best place & time for care:

1. routed to their pediatric clinician for a virtual visit
2. scheduled with their practice for a visit the next day
3. routed to their pediatric clinician's on-call partner
4. referred to an urgent care or the emergency department