

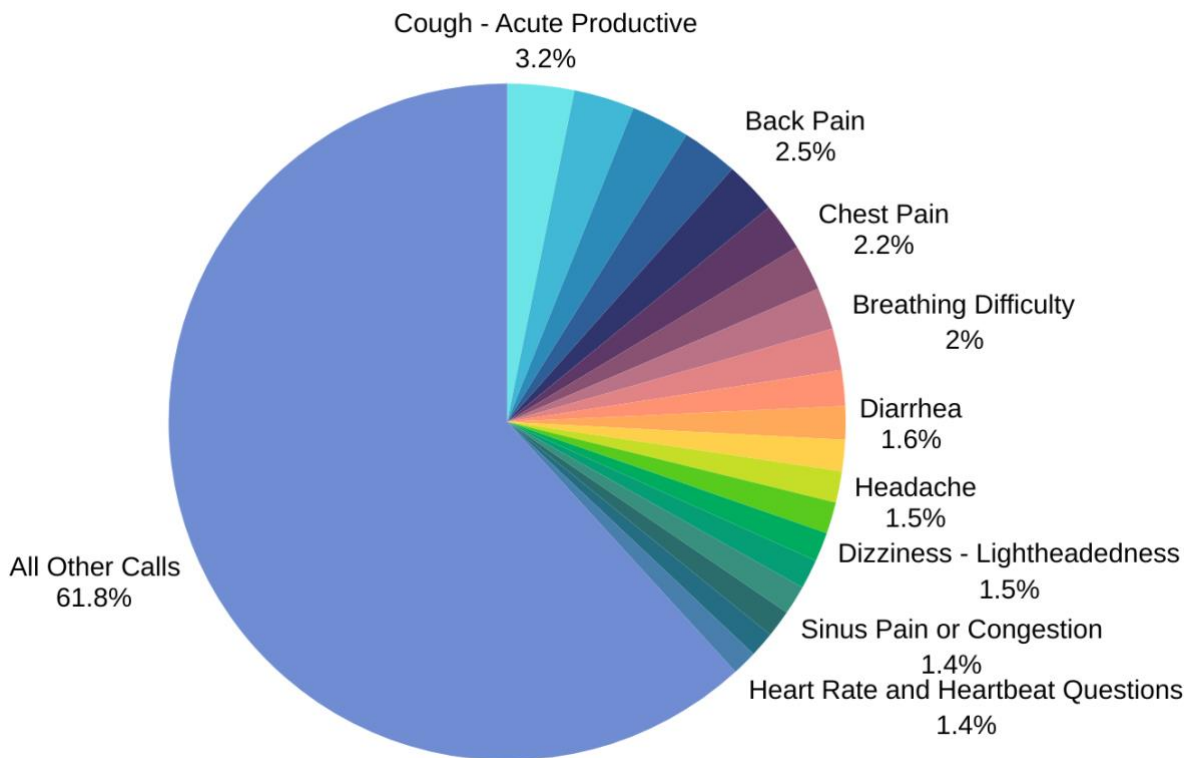


2024 Top 20 Protocols - After Hours Adult

These are the top 20 After Hours Adult protocols used in ClearTriage in 2024. The percentage listed after each protocol reflects the percentage of the total number of After Hours Adult calls that included that protocol.

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| 1. Cough – Acute Productive – 3.2% | 11. Diarrhea – 1.6% |
| 2. Blood Pressure – High – 2.9% | 12. Sore Throat – 1.5% |
| 3. Medication Question Call – 2.8% | 13. Headache – 1.5% |
| 4. Urinary Symptoms – 2.7% | 14. Dizziness – Lightheadedness – 1.5% |
| 5. Back Pain – 2.5% | 15. Cough – Acute Non-Productive – 1.4% |
| 6. COVID-19 – Diagnosed/Suspected – 2.3% | 16. Sinus Pain or Congestion – 1.4% |
| 7. Chest Pain – 2.2% | 17. Heart Rate and Heartbeat Questions – 1.4% |
| 8. Medication Refill and Renewal Call – 2% | 18. Leg Swelling and Edema – 1.3% |
| 9. Breathing Difficulty – 2% | 19. Blood Pressure – Low – 1.2% |
| 10. Abdominal Pain – Female – 1.7% | 20. Leg Pain – 1.2% |
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Top 20 Protocols vs All Other Calls



Percentage of total After Hours Adult calls using at least one of the top 20 protocols: 38.2%