

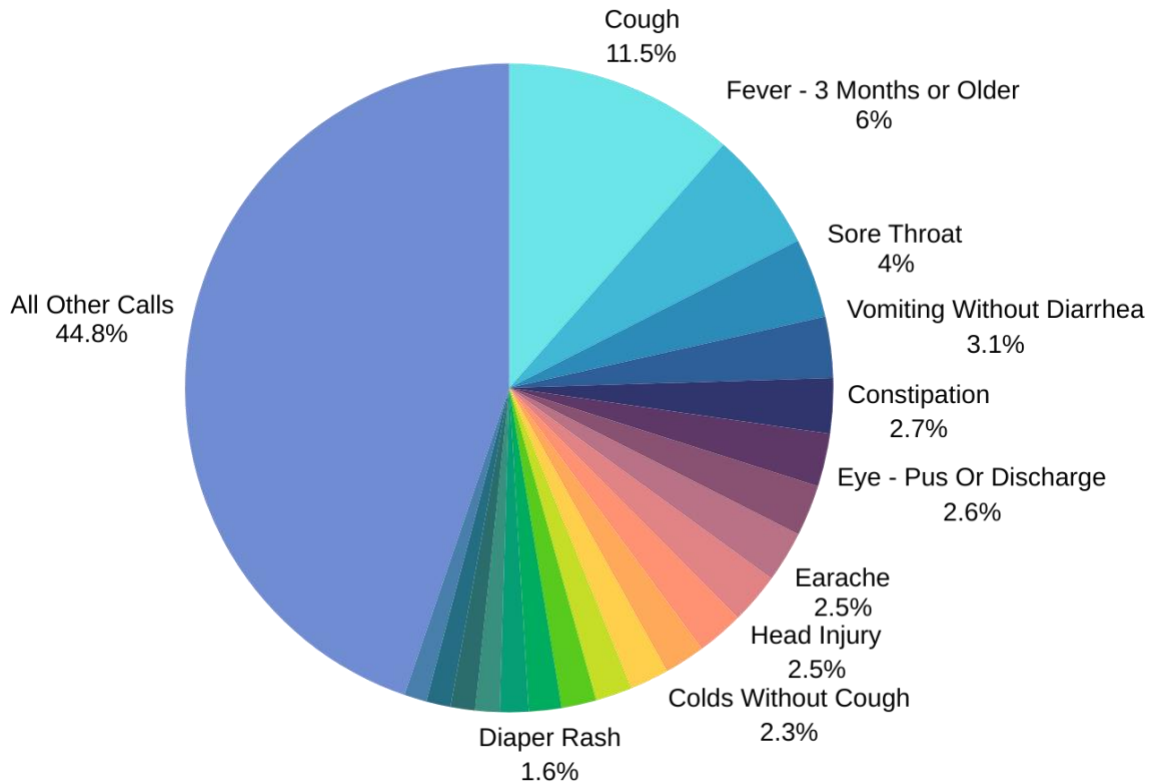


## 2024 Top 20 Protocols - Office Hours Pediatric

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

- |                                     |   |
|-------------------------------------|---|
| 1. Cough – 12.3%                    | 11. Rash or Redness - Localized – 2.1%    |
| 2. Fever - 3 Months or Older – 6.1% | 12. Rash or Redness - Widespread – 1.9%   |
| 3. Sore Throat – 3.4%               | 13. Vomiting With Diarrhea – 1.8%         |
| 4. Vomiting Without Diarrhea – 3.4% | 14. Sinus Pain or Congestion – 1.5%       |
| 5. Constipation – 3.1%              | 15. Diaper Rash – 1.4%                    |
| 6. Eye – Pus or Discharge – 3%      | 16. Immunization Reactions – 1.3%         |
| 7. Diarrhea – 2.9%                  | 17. Abdominal Pain – Female – 1.3%        |
| 8. Earache – 2.7%                   | 18. COVID-19 – Diagnosed/Suspected – 1.2% |
| 9. Head Injury – 2.2%               | 19. Headache – 1.2%                       |
| 10. Colds Without Cough – 2.1%      | 20. Hand-Foot-Mouth Disease – 1.1%        |

## Top 20 Protocols vs All Other Calls



Percentage of total Office Hours Pediatric calls using at least one of the top 20 protocols: 56%