



ENGLISH

platform24

# USER MANUAL – ASSISTED TRIAGE FOR CLINIC

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CLINIC V. 4.174, TRIAGE24 MEDICAL DEVICE VERSION 1

Manual version 9.0  
2024-05-17



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Triage24 is a certified medical device. All data is encrypted while transmitted and processed according to the GDPR and the Patient Data Act.



**Platform24 Healthcare AB**

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Consult instructions for use: eIFU provided from within the product and via manufacturers web-page.



2022-11-01



Basic UDI-DI: 735012722P24001LR

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Any serious incidents that have occurred in relation to the medical device should be reported to Platform24 and to the competent authority of the Member State in which the user and/or patient is established.

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# 1. Introduction

This User Manual describes how to use the practitioner assisted triage function in *Clinic*.

The purpose of the Clinic platform is to make your work as smooth and easy as possible without compromising on medical quality. Clinic is the healthcare staff's module in the platform solution offered by Platform24, and where chat and video consultations take place.

Chat history, pictures and files sent in the platform, as well as the auto-anamnesis created during triage, and the medical record that healthcare professionals create in Clinic are handled according to local laws and regulations. Video consultations and telephone calls in Platform24 are not saved.

Healthcare practitioners are authorized to use Clinic by the administrator of their healthcare provider or work unit.



## NOTE

The User Manual might not always be fully up to date regarding all User Interface (UI) elements. For example, smaller UI elements, such as updated names for buttons, fields etc. might not in themselves produce a new version of the User Manual. All UI changes will, however, be communicated in the Release Notes at the time of the update. All warnings will always be up to date in the User Manual, and, in addition, new warnings will be communicated in the Release Notes.

## 2. Contact details

### 2.1. Manufacturer

Address     **Platform24 Healthcare AB**  
Västra Järnvägsgatan 7  
SE-111 64 Stockholm  
Sweden  
Website    <https://platform24.com>

### 2.2. Support

#### 2.2.1. End user support

Platform24 does not offer direct access to end user support. For questions, the first line of support is your on site *superusers* and trainers.

For information about the superusers in your organization, refer to your internal routines and procedures.

#### 2.2.2. Superuser support

A *superuser* is an end user with increased knowledge and responsibility about the platform on each unit.

The superuser acts as the first-line support for the end users on the device and is the one who turns to Platform24 for further support, if necessary.

For information about the superusers in your organization, refer to your internal routines and procedures.

#### Urgent cases

For urgent support cases superusers should call the Platform24 support phone number below.

Phone: +46 (0) 10-140 23 21

#### Non urgent cases

For all non urgent support cases superusers should email the support email below.

E-mail: <[support@platform24.com](mailto:support@platform24.com)>

For questions regarding additional services or modules your organization may want to buy or activate, superusers should contact their *Customer Success Manager*, (CSM) at Platform24.

## 2.3. Feedback and questions regarding the User Manual

For feedback and questions regarding the User Manual, email the user documentation support email below.

E-mail: <support@platform24.com>

### 2.3.1. Request printed version of the Instructions for Use

The Instructions for Use (IFU) information is included in the User Manual for each product and available in digital format in the user interface.

If you require a paper version of the User Manual, contact Platform24 via:

E-mail: <support@platform24.com>

A paper version will be provided at the latest within 7 calendar days of receiving a request from the user, or at the time of delivery of the device if so requested at the time of order.

## 3. Definition of symbols and precautions

### 3.1. Symbols definition



CE marking



Manufacturer



Consult instructions for use



Date of manufacture



Consult the instructions for use for important information such as warnings and cautions.



Medical Device



Unique Device Identifier

### 3.2. Precautions definition

This section describes the different types of precautions that are used in the User Manuals.



#### **WARNING**

A warning indicates a hazardous situation that, if not avoided, could result in death or serious injury.



#### **CAUTION**

A caution indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.



#### **IMPORTANT**

An important precaution indicates information that is important for the user to take note of.

**NOTE**

A note indicates information that the user should take note of.

**TIP**

A tip indicates recommendations for the user.



## 4. Safety precautions

All the safety precautions relevant for Assisted triage are summarized in this chapter.



### **WARNING**

The practitioner's own assessment must be used together with the result page from the triage to give the patient a recommendation for continued treatment options.

## 5. Triage24 - Intended Use

### 5.1. Triage24

Triage24 is a medical device consisting of a configurable logic based rule engine for medical triage developed for use in healthcare services. It enables healthcare providers to populate it with medical content and business logic that makes it possible to automate triage and direct patients to appropriate pathways within the healthcare system. These pathways can be digital, physical or digi-physical in nature.

Triage24 is intended to be configured and adopted to the conditions and needs of a specific healthcare provider. This is achieved either through a service provided by Platform24 or its affiliates or by the healthcare provider. The configuration of the system is made through a web user interface.

The configured implementation of the device allows patients to initiate contact, through an associated application (Patient app), with healthcare providers by answering questions about their medical complaint, medical history and health status. It also allows practitioners, on behalf of a patient, to triage the patient by answering questions in the practitioner user interface, which the patient answers.

Based on his/her answers, the patient is (either in the patient or practitioner application) directed to an appropriate level of care, as determined and configured by the health care provider. Such levels are for example: emergency care, physical appointment, digital appointment or self-care. That care can be provided to the patients through a physical meeting or digital meeting with a healthcare provider. Digital appointments can be facilitated through Platform24, which provides both a practitioner and a patient interface.



#### NOTE

Post-triage questions (additional questions posted before the consultation and potential free text information from the patient) is not part of the triage prioritization but can add clear value for the consultation.

#### 5.1.1. Modules of Triage24

Triage24 consist of three modules. The modules are connected to a specific user group, and *user interface (UI)* for these groups.

- Content Studio
- Patient triage
- Assisted Triage

See also [Intended Users \[11\]](#)

#### 5.1.2. Intended use for Triage24

Triage24's *intended use* is to:

- be configured and adopted to the conditions and needs of a specific healthcare provider through population with medical content and business rules, and

(b) when populated, guide patients to a suitable level of care based on their symptoms and the medical content.

The configuration (a) is achieved either through a service provided by Platform24 or its affiliates, or by the healthcare provider. The configuration of the system is made through the administration user application Manage<sup>1</sup>.

### 5.1.3. Intended Users

- |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Target client</b>  | Healthcare providers who wish to automatically triage patients to the right level of care.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Intended users</b> | <p>Triage24 has three distinct target groups.</p> <ul style="list-style-type: none"> <li>• <b>Medical content developers</b> who are trained healthcare personnel, employed or contracted by a healthcare provider utilizing Triage24. The medical content developers' role is to configure and adopt to the conditions and needs of a specific healthcare provider through population with medical content and business rules.</li> <li>• <b>Patients</b> seeking healthcare treatment for themselves or for a child in their care. Patients are the recipients of the device's intended clinical benefits.</li> <li>• <b>Healthcare professionals</b> (or practitioners) who are trained healthcare professionals, employed or contracted by a healthcare provider utilizing Triage24. If patients are unable to themselves use Triage24 and digitally input their symptoms, health care personnel can instead enter these symptoms into Triage24 and obtain results based on the medical content with which Triage24 is populated.</li> </ul> |

### 5.1.4. Intended operational environment for Triage24

Triage24 is intended to be used by healthcare providers and healthcare systems in countries where the population has access to internet through smartphones or computers.

### 5.1.5. Clinical Benefits

Triage24 generates clinical benefits by offering resource-efficient triage, by providing patients an automated, accurate and safe triage service, which provides patients with information on with what urgency their symptoms may need a medical assessment and/or information on self-care advice.

The accuracy and safety of Triage24 is intended to be superior or equal to that of manual triage and/or other digital triage platforms.

### 5.1.6. Performance characteristics

The performance of the device has been evaluated through clinical evaluations that concluded that when Triage24 is populated with medical content, it offers triage that is safer and more accurate than manual triage using the same medical content. The evaluation also concludes that the risks associated with the use of the device are acceptable when weighed against the benefits to the patient in the form of safe and accurate triage.

The performance of Triage24 depends on the configuration of medical content. Changes to the medical content can fundamentally change the result of the patient triage and therefore puts high demands on persons editing this content. Editors must have basic training in how the tool works and to use this guide to further understand the functionality.

<sup>1</sup>For the sake of clarity, it is noted that the intended use does not include issuing a diagnosis, but to investigate the medical state of the patient to the extent necessary to provide the mentioned guidance to a suitable level of care. It is further noted that the medical content mentioned in the above points (a) and (b) does not in itself form part of the Triage24 medical device.

Changes made to the medical content must be validated before it is used in the production environment with real patients.

In addition to the validation built into the tool, each health care organisation is responsible for developing a validation- and test process for the medical content.

### 5.1.7. Implementing Triage24 in the healthcare organization

The Triage24 software is part of a cloud service offered to patients via the Platform24 portal. This service is controlled and provided solely by Platform24.

The decision to implement Triage24 is not made in relation to an individual patient but instead to the primary care operations of the healthcare provider. The use of the device is further adapted to the operation of the specific provider through the implementation of medical content.

For these reasons, medical staff are not required to verify the hardware or software used to access the service by an individual patient.

## 5.2. Content Studio module

Content Studio is the module of Triage24 created for the needs of the medical developer user group. So for administering and populating Triage24 with medical content. Medical developers interact with Triage24 via the Content Studio user interface.

### 5.2.1. Intended use for Content Studio

Content Studio's *intended use* is to configure and adopt the *medical content* needed for Triage24 to function to the conditions and needs of a specific healthcare provider.

### 5.2.2. Intended users for Content Studio

Medical content developers configuring the care provider medical content.

#### Details

<u>Type of user</u>	Professional
<u>Age</u>	>20 years old
<u>Level of instructions</u>	<ul style="list-style-type: none"> <li>User manual</li> <li>Level <i>B1-B2</i> in the language supported in the product for the relevant market.</li> <li>Undergone education and training for Content Studio.</li> </ul> <p>To ensure a safe development of medical product, Platform24 provides a recommended development process for the medical content that is described in "<b>Process description for Medical Content development in Content Studio</b>" (D092). This document is part of the educational material provided to new partners, and outlines the medical content development process recommended by Platform24. Partners are required to use this development process for medical content to safeguard the medical safety of the patients.</p> <p>To change existing medical content, or to produce new medical content, this process must be followed to ensure that medical and technical safety is maintained at all times.</p>

### 5.2.3. Intended operational environment for Content Studio

Application	Manage
Interface	Content Studio

Environment	<ul style="list-style-type: none"> <li>• Home/office environment with connection to internet</li> <li>• Normal ambient conditions</li> </ul>
Frequency of use	From several times a day to one time a week
Platform	<p>The product is used on a standard PC with the minimum requirements:</p> <ul style="list-style-type: none"> <li>• Hardware; dual-core processor, 4 GB RAM</li> <li>• Software; latest versions of Edge, Safari, Chrome or Firefox</li> <li>• Data bandwidth; 300 kb/s (video) / 50 kb/s (voice)</li> <li>• IT security; https</li> </ul>

## 5.3. Patient triage module

Patient triage is the module of Triage24 created for the needs of the patient user group. Patients interact with Triage24 via a patient application provided by the healthcare provider.

### 5.3.1. Intended use for Patient triage

Guide patients to a suitable level of care based on their symptoms and the medical content.

### 5.3.2. Intended users for Patient triage

The target treatment group includes patients seeking care for common primary care conditions (excluding conditions, e.g. infectious diseases, that are rare within Europe).

#### Details

<u>Type of user</u>	Layman
<u>Age</u>	<ul style="list-style-type: none"> <li>• System default: 0-120 years</li> <li>• System default: someone over 16 can use the module for a child under the age of 18</li> <li>• Defined by care provider</li> </ul>
<u>Level of instructions</u>	Level <i>B1-B2</i> in the language supported in the product for the relevant market
<u>Patient state</u>	<p>Certain patient populations should not use the system:</p> <ol style="list-style-type: none"> <li>1. Patients with life-threatening symptoms, serious conditions or trauma</li> <li>2. Patients physically or cognitively unable to use digital technology such as smartphones or computers</li> <li>3. Patients with cognitive issues that are able to use technology, but unable to use it correctly (including but not limited to dementia or severe mental retardation)</li> </ol>



#### NOTE

When the Triage24 software is populated with medical content containing e.g., medical advice or recommendations on management, the Triage24 device can present such content to patients.

The device Triage24 does not by itself offer medical advice, possible diagnosis, treatment recommendations, or inform/drive management of any medical condition.

### 5.3.3. Intended operational environment for Patient triage

Application	Patient application
Environment	<ul style="list-style-type: none"> <li>• Home/office environment with connection to internet</li> <li>• Normal ambient conditions</li> </ul>
Frequency of use	From once a day to one time per year
Platform	<p>The product is used on a standard PC or mobile device with the minimum requirements:</p> <ul style="list-style-type: none"> <li>• Hardware; dual-core processor, 4 GB RAM</li> <li>• Software; latest versions of Edge, Safari, Chrome or Firefox</li> <li>• Data bandwidth; 300 kb/s (video) / 50 kb/s (voice)</li> <li>• IT security; https</li> </ul>

## 5.4. Assisted triage module

Assisted triage is the module of Triage24 created for the needs of the practitioner user group performing assisted triage. This means that the practitioner assists patients in being triaged when they cannot use the patient application themselves.

### 5.4.1. Intended use for Assisted triage

The intended use of Assisted triage is for healthcare professionals to perform automated triage on behalf of the patient and guide patients to a suitable level of care based on their symptoms and the medical content result.

### 5.4.2. Intended users for Assisted triage

Healthcare professionals working within a healthcare provider.

#### Details

<u>Type of user</u>	Professional
<u>Age</u>	>20 years old
<u>Level of instructions</u>	<ul style="list-style-type: none"> <li>• Licensed practitioner, ie medical doctor, nurse, psychologist</li> <li>• Level <a href="#">B1-B2</a> in the language supported in the product for the relevant market.</li> <li>• User manual</li> </ul>

### 5.4.3. Intended operational environment for Assisted triage

Application	Assisted triage in Clinic
Environment	<ul style="list-style-type: none"> <li>• Home/office environment with connection to internet</li> <li>• Normal ambient conditions</li> </ul>
Frequency of use	Several times a day
Platform	<p>The product is used on a standard PC with the minimum requirements:</p> <ul style="list-style-type: none"> <li>• Hardware; dual-core processor, 4 GB RAM</li> <li>• Software; latest versions of Edge, Safari, Chrome or Firefox</li> <li>• Data bandwidth; 300 kb/s (video) / 50 kb/s (voice)</li> <li>• IT security; https</li> </ul>

## 5.5. Contraindications Triage24

### 5.5.1. Patients

Certain patient populations should not use the system:

1. Patients with life-threatening symptoms, serious conditions or trauma
2. Patients physically or cognitively unable to use digital technology such as smartphones or computers
3. Patients with cognitive issues that are able to use technology, but unable to use it correctly (including but not limited to dementia or severe mental retardation)



#### NOTE

When the Triage24 software is populated with medical content containing e.g., medical advice or recommendations on management, the Triage24 device can present such content to patients.

The device Triage24 does not by itself offer medical advice, possible diagnosis, treatment recommendations, or inform/drive management of any medical condition.

Since the intended use of the device, in its configured form populated with medical logic, is to gradually select suitable recipients of medical information, the use of the device itself entails a narrowing of the user intended to receive the given point of information.

At times, such selection will occur between patient populations that are commonplace to either include or exclude from the intended users of a medical device, such as questions regarding pregnancy which will differentiate between patients based on gender. However, since this selection is inherent to the core functioning of the device, it is deemed more feasible to regard it as part of the mode of operation of the device, rather than as a contra-indication or a limitation of its diagnostic indication.

See also [Intended users for Patient triage \[13\]](#)

### 5.5.2. Medical content developers

Medical content developers should have undergone the training in use of device offered by Platform24 and have a sufficient professional competence to formulate and enter medical logic into the system. See also [Intended users for Content Studio \[12\]](#)

### 5.5.3. Healthcare professionals

Healthcare practitioners should be a licensed practitioner, i.e., medical doctor, nurse, psychologist etc.

See also [Intended users for Assisted triage \[14\]](#)

## 5.6. Residual risks

Platform24 has been in production since the summer of 2017 and has been used millions of times using the Triage24 product that is now separated into a medical software product. Based on data from the testing and production environment, as well as feedback collected over time from practitioners, customers and partners, Platform24 considers that the risks from all identified hazardous situations have been assessed.

After mitigations are done there are no risks categorized as high.

For residual risks of the medium level, the product is deemed to be acceptable. In later releases, additional work shall be put into lowering the risks.

Additionally, post-market surveillance and vigilance will continuously validate the risk management work.

## 5.7. Terms and definitions

B1-B2	B1-B2 in the Common European Framework of Reference (CEFR) self-assessment scale. e.g. Independent user of the language.
Clinic	The healthcare practitioner's platform, where you receive and communicate with the patient.
Customer Success Manager (CSM)	A CSM (Customer Success Manager) is the customer's main strategic advisor. The CSM is also the customer's main contact person for any contractual, commercial questions/issues. The CSM is the first point of escalation for any unsolved questions/requests/issues
intended use	The intended use (medical devices) means the use for which the device is intended according to the data supplied by the manufacturer on the labelling, in the instructions and/or promotional materials
superuser	<p>A superuser is an end user with increased knowledge and responsibility around the platform on each unit.</p> <p>The superuser acts as the first-line support for the end users on the device and is the one who turns to Platform24 for further support, if necessary.</p>
unique personal identifier	<p>For practitioners: can be for example e-mail, HSA-ID</p> <p>For patients: can be for example e-mail, personal identity number, insurance number, BSN</p>
user interface (UI)	The user interface (UI) is the point at which human users interact with a computer, website or application.



## 6. Using Assisted triage

When using assisted triage healthcare practitioners must combine their own professional assessments with the triage recommendation in order to guide patients into the necessary care or offer medical advice.



### WARNING

The practitioner's own assessment must be used together with the result page from the triage to give the patient a recommendation for continued treatment options.



### NOTE

When the Triage24 software is populated with medical content containing e.g., medical advice or recommendations on management, the Triage24 device can present such content to patients.

The device Triage24 does not by itself offer medical advice, possible diagnosis, treatment recommendations, or inform/drive management of any medical condition.

## 6.1. Log in and log out

### 6.1.1. Log in to Clinic

1. Open the browser and enter the URL <https://clinic.platform24.se>.  
The recommended web browsers are **Google Chrome** or **Microsoft Edge**.



### NOTE

Some customers might have a unique environment link. Talk to your superuser at Platform24 if the link does not work.

2. Log in using your selected authentication method.



### NOTE

The selected authentication method is customer-specific. Talk to your superuser if you are unsure about the login process at your clinic.

### 6.1.2. Log out of Clinic

1. Click **Log out** in the lower left corner.


## 6.2. Start triage

1. Go to Clinic and click on **Search patient** in the left menu bar.

× **Search patient**

🔍

You can also search patients by e-mail addresses. Start search with country code eg (+46) to find patient by phone number



### Search patient

or

Invite patient by SMS


Send SMS invitation

2. Enter a name, *unique personal identifier* or a phone number (including the country code) in the search field.
3. Click the search icon or press Enter.
4. Click **New visit** below the patient's name in the search result.

× **Search patient**

🔍

You can also search patients by e-mail addresses. Start search with country code eg (+46) to find patient by phone number



Pontus [redacted]

19 [redacted]

New visit

**NOTE**

If the patient cannot be found, the patient first needs to be added to Clinic. For information on how to add a patient to Clinic, refer to the Clinic User Manual.

5. If the patient is a child, select the guardian of the child under **Guardian**. This option is only displayed if the patient is a child. When seeking care for a child, it is also possible to start the triage in Clinic via the guardian.


6. Depending on your configuration, there are two alternatives to start the assisted triage.
  - I. By using triage as consultation type:
    - a. Click on the **Triage** button under the heading **Consultation**.


- II. By using a telephone appointment as visit type:
    - a. Click on the **Telephone appointment** button under the heading **Visit**.


- b. Click **Submit** to confirm the telephone appointment.

Create doctor visit ×

**Visit details:**

**Patient:** Gunnar 

**Practitioner:** Sven 

**Care Unit:** 


**Role:** Doctor

Previous

Submit

- c. Click the **Go to appointment** button.

Create doctor visit ×






Booking completed !

Close

Go to appointment

- d. Click the **START ASSISTED TRIAGE** button in the **Current appointment** view.

 Gunnar   
50 years, 1972 

Gender

Male

Height

Weight

BMI

Current appointment




Patient Details

Tickets

Previous appointments


NPÖ

Prescriptions

New visit

Finish appointment


TELEPHONE APPOINTMENT, 

Telephone appointment

Started at 05/04/2023 4:21 PM

Origin

Non Medical Info

 **Show**

Allergies


Diagnosis

Medication

Surgery


Notes


Original Text



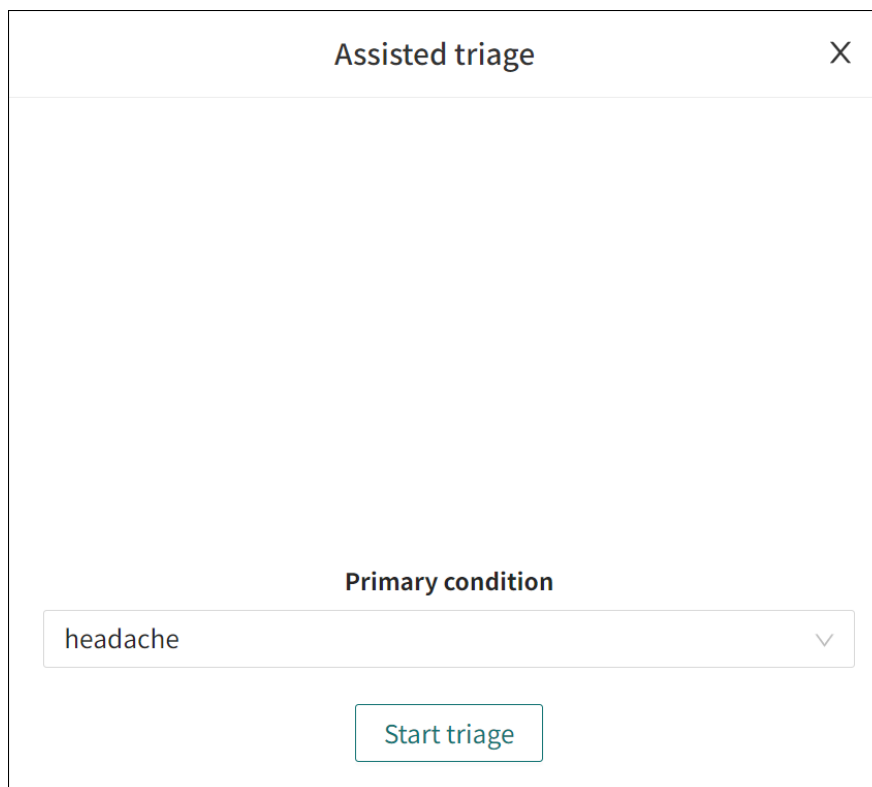
*This appointment does not have any patient interviews associated with it*

Show original answers



 **START ASSISTED TRIAGE**

7. Enter the search cause that describes the patient's problem in the **Primary condition** field.




The image shows a dialog box titled "Assisted triage" with a close button (X) in the top right corner. Inside the dialog, there is a section labeled "Primary condition" which contains a text input field with the word "headache" and a dropdown arrow on the right. Below the input field is a button labeled "Start triage".

8. Click **Start triage**.

## 6.3. Perform triage

The triage will now be started. Carry out the assisted triage by:

1. Ask the patient the questions that appear in the triage.

 Martin , 24 years  
Headache

 Chatbot

Do you currently have a headache?

Yes

No

Select one option

2. If response options are presented in the triage, present the response options to the patient.

 Martin , 24 years  
Headache

 Chatbot

Did your headache start with any of the following?

Cold or flu

☐

Blow or other trauma to the head

☐

None of the above

☐

Select one option

3. Answer the questions in the triage based on the patient's answer. Click **Continue** to go to the next question.



Chatbot

Did your headache start with any of the following?

Cold or flu



Blow or other trauma to the head



None of the above



Continue

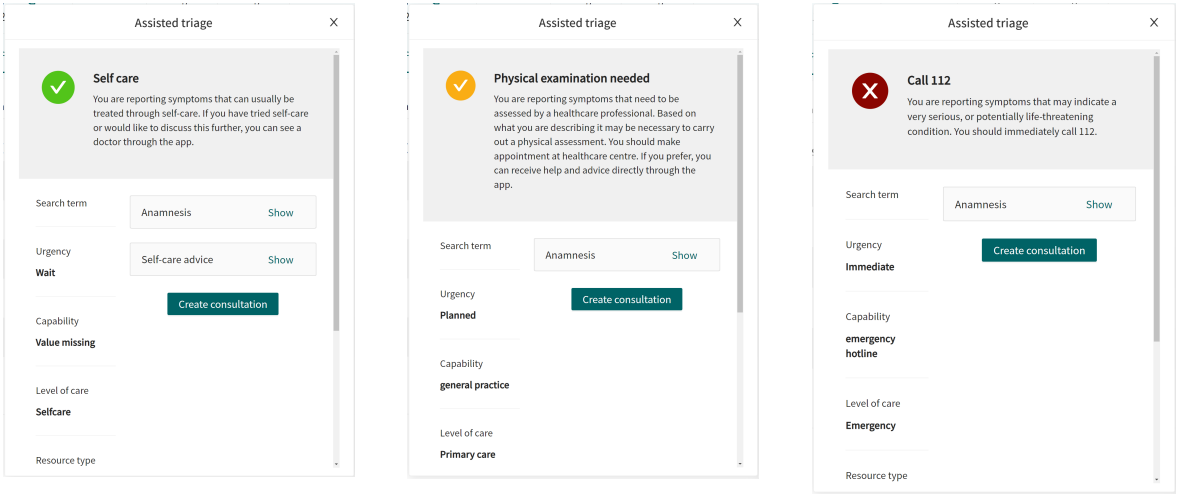
4. If you want to change the answer to a previous question, click the previous question icon in the upper left corner.



## 6.4. Result from the triage

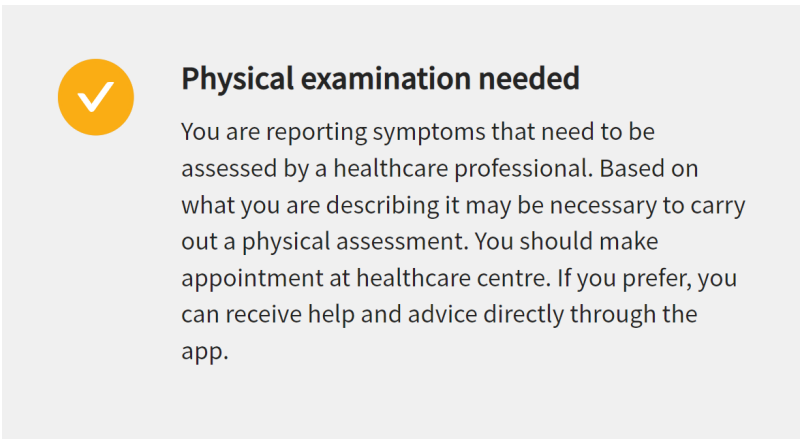
When the triage of the patient is complete, the results page is presented.

See image below for three examples of results pages.



### 6.4.1. The recommendation

The patient recommendation is shown in a gray box on the top of the results page.





### The recommendation icon

The icon next to the patient recommendation text appears in either green, yellow, or red. The color indicates the degree of urgency of the outcome:

Icon	Color	Urgency	Explanation
	Green	Non urgent	Usually ailments that can be treated by the patient via self care



Icon	Color	Urgency	Explanation
	Yellow	Medium urgency	<p>Non urgent cases that needs to assessed by a practitioner.</p> <p>Depending on the case patients should get an appointment:</p> <ul style="list-style-type: none"><li>• Next available appointment during working hours</li><li>• Within 24 hours</li><li>• Urgently</li></ul>
	Red	Urgent	<p>Seek care Immediately</p> <p>Patients are exhibiting symptoms that may be serious and/or life threatening and are urged to call 112</p>

## The recommendation title

The title of the recommendation is the bold text at the top of the gray box. It briefly describes the recommendation to the patient based on the result of the triage.

## The recommendation text body

The recommendation text is the piece of text under the recommendation title. It presents the recommendation that the patient would have received if the patient had answered the triage via the standard patient application.

### 6.4.2. Detailed results

The values from the outcome that the patient received are specified on the left side of the results page (see image below for examples) and present the current values for the outcome from the triage:

The screenshot shows a web interface titled "Assisted triage" with a close button (X) in the top right corner. The main content area has a light gray background and contains a recommendation card. The card has a yellow circular icon with a white checkmark on the left. To the right of the icon, the title "Physical examination needed" is displayed in bold. Below the title, a paragraph of text reads: "You are reporting symptoms that need to be assessed by a healthcare professional. Based on what you are describing it may be necessary to carry out a physical assessment. You should make appointment at healthcare centre. If you prefer, you can receive help and advice directly through the app." Below the recommendation card, there is a section for patient details. It includes a "Search term" field with the value "Anamnesis" and a "Show" button. Below this, there is a "Urgency" section with the value "Planned" and a "Create consultation" button. Below that, there is a "Capability" section with the value "general practice". At the bottom, there is a "Level of care" section with the value "Primary care".

Assisted triage

✓

**Physical examination needed**

You are reporting symptoms that need to be assessed by a healthcare professional. Based on what you are describing it may be necessary to carry out a physical assessment. You should make appointment at healthcare centre. If you prefer, you can receive help and advice directly through the app.

Search term

Anamnesis

Show

Urgency

Planned

Create consultation

Capability

general practice

Level of care

Primary care

**Possible outcome attributes and their meaning:**

<b>Urgency level</b>	How quickly the patient should receive care: I. Immediately II. Urgently III. Nearest 24 hours IV. During office hours in the near future V. Wait / defer
<b>Care type</b>	<b>Online recommended</b> if the patient is recommended to be managed via online visits <b>Online possible</b> if the patient can be managed via online visits <b>Offline</b> if the patient should be handled offline
<b>Care level</b>	<ul style="list-style-type: none"> <li>• Stop</li> <li>• Online</li> <li>• Counseling</li> <li>• Primary care</li> <li>• Specialist care</li> <li>• Emergency Care</li> <li>• Earlier caregiver / care contact</li> <li>• Self care</li> </ul>
<b>Profession</b>	Which type of healthcare practitioner (profession) the patient is recommended to get in touch with according to the partner's rules for the business. Examples of professions: <ul style="list-style-type: none"> <li>• Occupational therapist</li> <li>• Pediatrician</li> <li>• Biomedical analyst</li> <li>• Psychologist</li> <li>• Dentist</li> <li>• Ophthalmologist</li> <li>• Speech therapist</li> <li>• Midwife</li> <li>• Assistant nurse</li> </ul>
<b>Competence</b>	What skills may be needed for the patient's continued management. Examples of competencies: <ul style="list-style-type: none"> <li>• Gynecology</li> <li>• Addiction care</li> <li>• Emergency room</li> <li>• Youth</li> <li>• Home health care</li> </ul>
<b>Appointment priority</b>	The priority that the patient would have received in an online case created in Clinic. The priority is a number between 1-5, where 1 is the highest priority and 5 the lowest.

## Expandable fields

Further expandable fields are also displayed on the results page. The following fields are expandable and are presented by clicking **View**.

The fields can be minimized again by clicking **Hide**.

<b>Anamnesis</b>	Here, an automatically summarized anamnesis text is presented. The anamnesis text is based on the answers the patient has given during the triage. This text can be copied into the patient's medical record.
<b>Flags</b>	Here special "flags" assigned to the patient during the triage are presented. Flags contain important information that should be taken into account by the practitioner. For example, if Covid symptoms have been described.
<b>Exit care advice</b>	Here, additional information or advice is presented for the specific outcome that the patient receives via the triage.



### NOTE

This feature is optional and only available for partners who have activated it.

Contact your superuser or Customer Success Manager for further information.

<b>Self care advice</b>	If the triage of the patient has resulted in a recommendation that includes a self-care advice, it will be presented here
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## Create consultation



### NOTE

This feature is optional and only available for partners who have activated it.

Contact your superuser or Customer Success Manager for further information.

If the feature is enabled, the button **Create consultation** is visible at the bottom of the results page.

1. Click on **Create consultation** to create a consultation with the relevant healthcare professional.

Assisted triage

**Self care**

You are reporting symptoms that can usually be treated through self-care. If you have tried self-care or would like to discuss this further, you can see a doctor through the app.

Search term

Anamnesis Show

Urgency

Wait Show

Create consultation

Capability

Value missing

Level of care

Selfcare

Resource type

2. Select the relevant healthcare professional, and create a consultation.

## 6.5. End assisted triage




### WARNING

The practitioner's own assessment must be used together with the result page from the triage to give the patient a recommendation for continued treatment options.

1. To cancel and close the box for assisted triage, click on the **X** in the upper right corner.

Assisted triage

X




**Online consultation**  
You are reporting symptoms that need to be assessed by a healthcare professional. You can discuss the issue further with a doctor directly here in the app.

Search term

Anamnesis

Show

2. To confirm that you want to close the assisted triage, click **Yes, close**. If you do not want to close the assisted triage, click **No, don't close**.



**Close assisted triage**  
Are you sure you want to close the assisted triage?

No, don't close

Yes, close

## 7. Versions

Versions of the Assisted triage for Clinic User Manual of Triage24.

#	Date	Description
1.0	2021-11-30	1st version.
2.0	2022-01-17	Update
3.0	2022-01-24	Updated intended use, profile and environment.
4.0	2022-01-25	Updated intended use, profile and environment
5.0	2022-04-07	Transfer of the content from the Word file to Paligo:  Translation from SE to EN. Improvements and rewrites as necessary for the new format. Adaptations to switching to EN as primary source language.
6.0	2022-10-31	Triage24 MDR certification version.  Corrected typos.
7.0	2023-05-22	<ul style="list-style-type: none"> <li>• Clinic24 changed to Clinic.</li> <li>• Images of the Clinic user interface replaced with new Platform24 logo-type.</li> <li>• Changes in the 6.1 Start triage section to reflect changes in UI. It is now possible to also start the triage from the child in Clinic (and not only the guardian), as well as to start the triage via a telephone appointment.</li> <li>• As it is now possible to seek care directly from the child in Clinic, the IMPORTANT-note about initially searching from the guardian was removed.</li> <li>• Changes in the 6.2 Perform triage section to reflect the new button names (Continue and Previous question).</li> <li>• Text from Abstract moved into an Introduction chapter. Clarifying note added to the Introduction chapter regarding updates in the manuals.</li> <li>• Information about how to report serious incidents added to page 2.</li> </ul>

#	Date	Description
8.0	2024-03-27	<p>Main updates are:</p> <ul style="list-style-type: none"> <li>• Wording in the manual changed to be applicable for all markets. For example, the term "unique personal identifier" is used instead of social security number.</li> <li>• Support email for User Manuals updated in Chapter 2.</li> <li>• <i>Chapter 3 Symbols</i> updated to also contain a definition of the precautions in the User Manuals.</li> <li>• <i>Chapter 4 Warnings</i> renamed to Safety precautions.</li> <li>• Clarifications in <i>Chapter 6 Using Assisted triage</i> that healthcare practitioners must combine their own professional assessments with the triage recommendation.</li> <li>• Clarifications in Warning and Note in the introduction to Chapter 6, where the word order has changed to emphasize that the practitioner's own assessment must be used together with the result page from the triage.</li> <li>• Section about logging in and out of Clinic added in Chapter 6.</li> <li>• Updated images and text in <i>Section 6.3. Perform triage</i>.</li> <li>• Glossary chapter added.</li> </ul>
9.0	2024-05-17	<ul style="list-style-type: none"> <li>• Date of manufacture symbol has been added on page 2 and in <i>Section 3.1 Symbols definition</i>.</li> <li>• The complete intended use for Triage24 has now been included in this manual (<i>Chapter 5</i>). Previously, only the part of the intended use related to Assisted triage was included.</li> <li>• Information added in <i>Section 2.3.1</i> about that a paper version of the user manual will be provided at the latest within 7 calendar days of receiving a request from the user.</li> <li>• In <i>Section 3.1. Symbols definition</i>, the previous warning symbol has been replaced with a caution symbol indicating to the users to consult the instructions for use for relevant warnings and cautions.</li> <li>• <i>Section 5.1 Introduction</i> moved to become <i>Chapter 1</i>.</li> <li>• Triage24 version added on the first page.</li> <li>• The terms from <i>Chapter 7 Glossary</i> were moved into <i>Section 5.7 Terms and definitions</i>.</li> </ul>