

Virtual Triage Study

About Virtual Triage

Clearstep's Smart Care Routing™ uses AI chat to guide patients through their provider network. Smart Care Routing™ powers Virtual Triage, which allows patients to check symptoms and book care online. Virtual Triage is built from algorithms that leverage Schmitt Clinical Content.

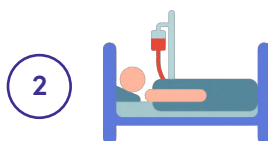
Study Design

Clearstep commissioned a double-blind study from Meritus Health to measure the accuracy of Virtual Triage. Meritus ran a weeklong pilot at their Emergency Room located in Hagerstown, MD.

METHODOLOGY



1 Patients completed Clearstep's Virtual Triage online before coming to the Emergency Room



2 The Meritus ER medical team assessed patients on arrival



3 Clearstep and Meritus compared recommendations between Virtual Triage and the ER medical team

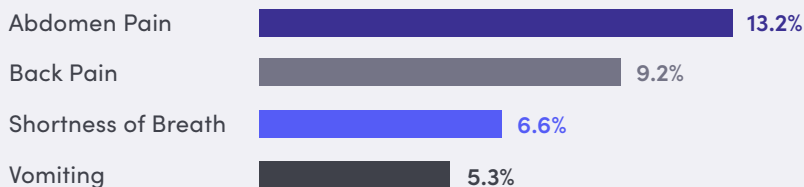
Study Results



Clearstep's triage recommendation was 95% accurate compared to the judgment of the Meritus ER medical team across 76 patients and 40 chief complaints.

INSIGHTS

Top Patient Chief Complaints



Clearstep's Triage Recommendation

