

## Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. We appreciate your patience as we continue to update all of our content. To locate the version of your software, navigate to: **Help tab > About**.



Last Modified on 06/29/2020 3:53 pm EDT

Version 14.8

## Using ClearTriage

• Compatible Versions of OP 14 for ClearTriage Support You must have OP Version 14.0.55, OP Version 14.1.10 or later to use ClearTriage in OP 14.

After obtaining a ClearTriage account and setting up OP to support ClearTriage, any user in your practice can use ClearTriage.

**Click here** to watch a video showing how to use ClearTriage with OP 14.

To use ClearTriage to add protocol information to a message:

- 1. Log on to OP.
- 2. Click the Sched button on the toolbar. The Schedule and Practice Workflow window appears.
- 3. Click the Messages tab.

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<b>e</b> 9	Calendar	📥 New Message	Comment 🛛 🙀 Reply	Reply All Forward rinclude	print single					
2	Tracking	Unread Phone (0) Unread	Portal (0) Unread External (12) Needs	Action (0) Read (0) Sent (0)						
1	Messages (12)	Read Patient Name	Subject	Date/Time of Message	Spoke With Send	ler Recipient(s)				
<b>S</b> an	Tasks	[								
٦	Encounters									
Q.	Well Visits	<no data="" display="" to=""></no>								
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Å	Referrals	₩ 4 ▶ ₩ 🍫	<			2				
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	Surveys (6)									
R	e-Rx									

4. Click the New Message button. OP opens the Message window with the ClearTriage button.

							Me				
	🔊 C	ear	۵		Send	Cancel					
Current Me	ssage Order	s Prior Messages									
From:	THEO WARNE	R, MD [1839]		09/17/2018 08:31	AM		Me				
First name:			Spoke with:			¥	dica				
Last name:			Time of call:	09/17/2018 08:31 /	AM	¥	Sun				
Birthdate:		/	Length of call:	v minutes	Urgent		Iman				
Phone:			Note visibility:	Any staff member		~					
То: 👗	To: 🔬   🗸										
No one Patient portal All must read No response allowed											
Subject:						P					
Message:											
Attach- Date tem Type tem Category tem Note ments: Attach- Date tem Type Attach- documents>											





- 5. Click the Patient Search button and select a patient.
- 6. Click the ClearTriage button( 🔥 ).

• OP opens a browser window to the ClearTriage web page and automatically logs the user on using the credentials entered in the e-Correspondents table.

Reficuse     Operations     Operations       Search     Q       Addominal lightry     Addominal lightry       Addominal lightry     Q       Annus of Rectal Symptoms     Q       Arm lightry     Q       Attime Attack     Q       Attime Attack     Q       Attime Attack     Q       Back light     D       Back light     D       Back light     D       Back right     D <tr< th=""></tr<>		
Search	٩	WELCOME TO YOUR CLEARTRIAGE FREE TRIAL
Abdominal Injury	4	Our video tutorial gives you a quick, two-minute introduction to ClearTriage. If you haven't watched it yet, it's a great place to start.
Abdominal Pain - Female		WATCH TUTORIAL
Abdominal Pain - Male		
Animal Bite		
Anus or Rectal Symptoms		Select a protocol from the list on the left. You can also type in the Search box above the protocol list to search by name or by symptoms.
Arm Injury		Use the tabs on the top of the screen or the previous and next buttons along the bottom
Arm Pain		to move through the three stages of a triage call:
Asthma Attack		Select Protocol (Click here for information about multiple symptoms)     Bendram Tainam (calculate the first excelling matching)
Athlete's Foot		<ol> <li>Discuss Care Advice (select advice and medications discussed, send handouts by</li> </ol>
Back Injury		email)
Back Pain		When you're done, click the Copy button to copy your call documentation, then paste it
Bed Bug Bite		into the patient's electronic record.
Bee or Yellow Jacket Sting		
Blisters		
Bottle-Feeding (Formula) Qu	estions +	

- 7. Click through the ClearTriage application to:
  - · Select a protocol
  - Perform triage by selecting the first positive triage question
  - Select care advice

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**Note**: For details on selecting a protocol, positive triage question, and care advice, refer to the ClearTriage web site at **www.cleartriage.com**.



**ClearTriage Questions Tab** 





riage						
PROTOCOLS QUESTIONS CARE ADVICE	SJK 🗸					
Type your call notes here (who called, reason for call, description of symptoms, duration, severity)						
Triage Protocol: Asthma Attack						
A HOME CARE     B MEDICATION DOSAGES → MANDOUTS (1)	EXPAND ALL					
Reassurance and Education	~ *					
Asthma Quick-Relief (Rescue) Medicine	~					
Asthma Controller Medicine	~					
Allergy Medicine for Hay Fever	~					
Fluids - Offer More	~					
Humidifier	~					
Avoid Tobacco Smoke	¥ _					
Avoid or Remove Allergens	~					
Expected Course	~					
Reasons To Call Rack	¥ •					
ClearTriage	COPY					

ClearTriage Care Advice Tab

- 8. Click the Copy button.
- 9. In the OP application, paste the call notes into the message by clicking the cursor inside the message field and pressing **Ctrl-V** or by **right click and select Paste**

•	Message:										
	🔬 Cle	ar			Send Send	Cancel	]				
Current Me	Current Message Orders Prior Messages										
From:	SUSAN KRESSLY [305] 03/09/2018 10:35 AM										
First name:	e: Spoke with:										
Last name:			Time of call:	03/09/2018 1	0:35 AM	~	Sun				
Birthdate:			Length of call:	y min	utes 📃 Urgen	it	Imary				
Phone:			Note visibility:	Any staff mer	mber	~					
То: 🧸		~					De				
	No one Patient portal All must read No response allowed										
Subject:											
Message:	Protocol Used: Asthma Attack										
	Protocol-Based Disposition: Home Care										
	Positive Triage	Question:									
	I * MILD asthma attack (no SOB at rest, mild SOB with walking, speaks normally, mild wheezing)										
K	*All higher-acuity triage questions were negative										
	Care Advice Discussed:										
	*Asthma Quick-Relief (Rescue) Medicine										
Attach-	Date	Item Type	e Iter	n Category	Item Note	e Drop					
ments.											
U	<no attached="" documents=""></no>										

