

Is computer-assisted telephone triage safe? A prospective surveillance study in walk-in patients with non-life-threatening medical conditions.

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<https://psnet.ahrq.gov/issue/computer-assisted-telephone-triage-safe-prospective-surveillance-study-walk-patients-non-life>

This study compared assessments of hospital physicians, primary care physicians, and call center nurses in evaluating the acuity of patients who required [telephone triage](#). Although agreement between clinicians was low, the incidence of potential patient harm was minimal.