

Assessing the safety of a new clinical decision support system for a national helpline.

February 14, 2024

Luckraj N, Strazzari R, Coiera E, et al. Assessing the safety of a new clinical decision support system for a national helpline. *Stud Health Technol Inform.* 2024;310:514-518. doi:10.3233/shti231018.

<https://psnet.ahrq.gov/issue/assessing-safety-new-clinical-decision-support-system-national-helpline>

[Clinical decision support systems](#) (CDSS) are used in a multitude of healthcare settings to support safe, high-quality patient care. Using standardized patient vignettes, this study found that a new CDSS to support [telephone triage](#) used by nurses in Australia was accurate and at least as safe as the CDSS currently being used.