LOW CODE
BY BESTPATH

LOW-ACUITY NURSE TRIAGE SOFTWARE
The solution for your non-emergency calls.

Does your center receive a high number of non-emergency calls? Priority Solutions™ LowCode software is your solution to handling this influx through a secondary nurse triage system.

LowCode™ is a clinical decision support software program containing a base set of research-based and clinically proven protocols that have been used in more than 90,000,000 calls world-wide for over 20 years. A Registered Nurse--who is trained and certified in the use of the system--offers alternative health care options to callers with non-life-threatening medical concerns.

WHAT CAN LOWCODE DO FOR YOUR CENTER?

- **OPTIMIZE RESOURCES:** LowCode facilitates communication centers in providing alternatives to callers with non-emergency events and frees up emergency medical services (EMS) resources for emergent patient needs.

- **MINIMIZE LIABILITY:** LowCode is powered by the time-tested, sound medical protocols of the Emergency Communication Nurse System (ECNS®) which is certified by the International Academies of Emergency Dispatch® (IAED™).

- **IMPROVE PATIENT CARE AND EXPERIENCE:** Users of LowCode and ECNS report high patient and community satisfaction.

PrioritySolutions™

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KEY FEATURES OF LOWCODE

1. Transportation Alternatives: Your agency can insert local community transportation alternatives to be used instead of an ambulance.

2. Community Paramedics: Agencies using Community Paramedics can add them as a Point of Care.

3. Critical Symptoms Identified: LowCode's logical questioning sequence ensures that critical symptoms are identified early in the call and are transferred to the emergency dispatchers should it turn out that the caller needs help urgently.

4. Quality Assurance (QA): LowCode contains an assortment of operational reporting abilities and it integrates with Priority Dispatch's AQUA software for an efficient Quality Assurance and Quality Improvement process.

5. Local Control: Your agency chooses approval protocols as well as your locally available resources (Points of Care) as referral endpoints for patients who would benefit from an alternative disposition other than the Emergency Department.

WHAT'S IN LOWCODE FOR ME?

AGENCY LEADERS – manage resources better, improve patient care and contribute to lowering the cost of healthcare in the community

EMERGENCY DISPATCHERS – able to transfer non-emergent calls to an emergency communication nurse and focus solely on emergent calls

EMERGENCY COMMUNICATIONS NURSE – expert support in conducting an effective, standardized clinical assessment, leading to the most appropriate care for low-acuity patients

COMMUNITY – benefit from improved patient care and access to alternative community health care resources along with lower healthcare costs

WHAT ARE THE ECNS PROTOCOLS IN LOWCODE?

Two hundred-plus symptom-based protocols, each with a set of logic-driven questions, overviews and clinical rationales

LowCode gives us the opportunity to direct patient flows so patients always get what they need in the health system. In the past year, only 33% of our primary rescue calls have needed to be transferred back to emergency, so LowCode is definitely helping us conserve emergency response resources.

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