

# Navigating Nurse Triage

## Your guide to making an informed decision

Nurse-triage pricing can be complex with various factors that impact your final cost. Our aim is to provide clarity on these factors, such as different pricing structures and additional fees, so that you can confidently compare options and make an informed decision with ease.

	Conduit	Competitor A	Competitor B	Competitor C
Operational model	Nurse-first model	Unlicensed first model	Unlicensed first model	Nurse-first model
Call time to registered nurse	Within 30 seconds, 80% of the time	Nurse has 30 minutes to call back — increasing potential of going to ED	Nurse has 30 minutes to call back — increasing potential of going to ED	Unknown
Implementation fee	\$5,000	\$250	\$100/provider supported	None
Additional fees	n/a	\$9,000 annually	\$100/provider per month	None
Monthly minimums	No minimum calls, \$1000 monthly spend	Unknown	Unknown	1,000 calls per month minimum
Per call expenses*	Client choice: \$2.00/min. for licensed nurse or \$30.00 per call	Unlicensed rep: \$1.32/min. Licensed nurse: \$1.64/min.	Unlicensed rep: \$9.50/call Licensed nurse: \$21.75/call	Licensed nurse: \$28.00/call
Interpreter	\$.90/min.	\$1.10/min.	Unknown	Unknown
Average 3 year spend for 100 calls per month (English-language support only)	\$108,500	\$125,933.20	\$131,000 for five providers	\$1,008,000

\*Industry average handle time of 14.3 minutes with clinician and 3 minutes with unlicensed representative.

We understand that choosing a triage provider is more than just price but factors such as response time, clinical expertise and service are equally crucial. With Conduit, you can be assured that you are partnering with a company that will serve as an extension of your team. Our URAC-accredited call center offers your patients and employees immediate access to a registered nurse, enhancing care and service and improving overall outcomes.

Having managed over 600,000 calls, with Conduit you can experience streamlined operations that prioritize both quality and efficiency, allowing you to focus on what truly matters — delivering exceptional health care.

Information is based on knowledge by Conduit in January 2024. We encourage you to challenge all providers to confirm the information of the factors.