



Telephone Triage for Nurses

Telecare Record Manager Plus (TRM Plus) is a web-based multi-tiered, scalable, application that is seamlessly integrated within VistA to provide VHA healthcare facilities with an intuitive, user-friendly interface for telecare triage providers. This browser-based application collects and maintains documentation created during the interaction of call center representatives with both registered and unregistered patients. TRM Plus creates Progress Notes which are then seamlessly incorporated into the patient's existing EHR.

EHR Agnostic

TRM Plus is a web-based multi-tiered, scalable, VA TRM-compliant application that is seamlessly integrated within Veterans Integrated System Technology Architecture (VistA) designed to provide VHA healthcare facilities with an intuitive, user-friendly interface for telecare triage providers.

TRM Plus supports the transition to a singular EHR system such as Cerner Millennium. TRM Plus, which is currently in use in all VHA Call Centers has already been integrated into the Millennium EHR; TRM Plus will incorporate the same bidirectional capabilities and can be quickly implemented throughout the VA. With seamless integration into clinical triage systems, TRM Plus also provides a superior patient experience and improved clinical outcomes.

Experience the TRM Plus Difference:

- Centralized web-based interface which allows users to access all VistA facilities from a single interface
- Enterprise-wide ad hoc analytics that delivers reporting at the local, VISN or enterprise level
- Seamlessly integrated with VistA Scheduling Enhancement (VSE) to allow creation, update and cancelation of appointments
- VA Technical Reference Model compliant

Features at a Glance:

- Intuitive, user-friendly graphical user interface
- Centralized web-based interface which allows users to access all VistA facilities from a single interface
- PIV enabled single sign-on user access
- Real-time access to all patient charting information currently viewable in VistA/CPRS
- Role-based user management designed to restrict access to the minimum datasets required for each role
- Embedded evidence-based, peer-reviewed clinical protocols that support triaging calls
- Configurable data entry fields that can be managed at the enterprise level by national administrators
- Enterprise-wide ad hoc analytics that delivers reporting at the local, VISN or enterprise level
- Seamlessly integrated with VistA Scheduling Enhancement (VSE) to allow creation, update and cancelation of appointments
- Predefined reports and dashboards that provide insight into daily Call Center activities
- Individual user configuration capabilities allow users to customize settings across the application
- Stand-alone mode that accepts data input while VistA is off-line
- VA medication refill capability

About DSS, Inc.:

With over 30 years of experience, DSS knows what works. We are a health information software development and systems integration company, providing services and solutions used daily by thousands of clinicians and administrative staff nationwide, to reduce costs, streamline workflows, and improve patient care.

For More Information

Contact DSS at 561-284-7000 or email sales@dssinc.com to arrange for a custom demonstration at your convenience.



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