

Purpose-built triage, delivered through a trusted partnership.

Total.Care is the healthcare communication solution that powers triage workflows through our strategic partnership with CareXM.

CareXM delivers nurse-led triage services. Total.Care delivers the communication solutions that make it possible. Together, we support healthcare organizations with the reliability, scale, and clinical focus required to manage high-acuity patient interactions.

Triage is one of the most complex and high-risk functions in healthcare. It requires rapid response, accurate context, and trained clinical judgment. It also requires communication systems that work consistently under pressure.

Technology alone cannot deliver triage. Clinical services alone cannot scale without reliable communication.

This partnership exists to solve that gap.

Total.Care ensures patient interactions are routed, documented, and managed securely. CareXM ensures those interactions are answered and assessed by trained clinical professionals when it matters most.



How the partnership works

This partnership is intentionally defined so there is no ambiguity. Each organization focuses on its core responsibility.

Total.Care

- Powers inbound and outbound triage communication
- Preserves patient context and interaction history
- Supports routing, documentation, and reliability
- Ensures secure, compliant communication at scale

CareXM

- Provides nurse-led triage and clinical support
- Handles patient assessment and care escalation
- Delivers medical answering and clinical services

A shared approach to intelligence in triage

Both Total.Care and CareXM apply practical intelligence to support triage workflows without replacing human judgment.

Intelligence is used to assist care teams by:

- Preserving and surfacing patient context during interactions
- Supporting consistent documentation and follow-up
- Highlighting quality and risk signals for review
- Reducing administrative burden during high-volume periods

Clinical decisions remain with trained professionals. Intelligence exists to improve accuracy, accountability, and consistency at scale.



Designed to work *alongside* the EMR

Total.Care and CareXM do not replace the electronic medical record.

The integrated solution focuses on triage workflows and patient communication, capturing interaction context, documentation, and outcomes that complement the EMR rather than attempting to become a system of record.

This ensures triage teams have the information they need in the moment, while long-term clinical records remain where they belong.

What CareXM adds

CareXM extends Total.Care with clinical services and patient engagement capabilities designed to support triage, after-hours coverage, and continuity of care when internal teams need additional support.

These services are delivered by CareXM and enabled by Total.Care's healthcare communication solution.



Clinical access and answering

CareXM provides trained clinical professionals to ensure patients are answered quickly and appropriately during high-demand or after-hours periods.

- Medical answering services staffed by trained professionals
- Nurse-led triage support for after-hours and overflow coverage
- Video-enabled interactions for clinical assessment when appropriate



Proactive patient engagement

CareXM supports clinically guided outreach programs that go beyond basic reminders.

- Appointment reminders and confirmations
- Prescription refill reminders
- Tuck-in calls and post-discharge follow-ups
- AVA (Automated Voice Assistant) support for routine patient requests



Care coordination and mobility

CareXM supports care teams with tools designed for coordination across settings and roles.

- Dedicated mobile application for clinical staff
- Care coordination support across teams and care settings
- Staff availability and activity tracking to improve coverage planning



Advanced care programs

For organizations expanding virtual and longitudinal care models, CareXM provides additional clinical services and insight.

- Remote patient monitoring support
- Telehealth and patient engagement services
- Advanced analytics and reporting for clinical operations

How this fits with Total.Care

Total.Care delivers the healthcare communication solution that connects, routes, and documents patient interactions. CareXM delivers the clinical services when communication requires clinical judgment.

Together, we provide a complete approach to high-acuity patient communication without overextending internal teams.

For more information on services and pricing,
please reach out to CareXM.

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