

Title: Seven Years of Digital Triage: Moving from Theory to Proven Clinical Practice

Speaker: Stina Perdahl, Chief Medical Officer, Platform24

Digital triage models were introduced in Sweden over seven years ago. Today, with almost all regions utilizing automated entry points like 1177 Direkt, we no longer have to guess what works. We at Platform24 have data from millions of completed digital triages and extensive clinical evaluations showing how these solutions function in everyday practice. In this presentation, we want to share our experiences.

This session highlights what actually creates the greatest value for patients and healthcare organizations—and uncovers the pitfalls and success factors that have emerged over time. How should the healthcare sector interpret this evidence to make better decisions moving forward?

During this session, we will address the following key areas:

- **The Evidence:** What do seven years of data, evaluations, and clinical studies actually tell us about effectiveness, accuracy, and patient safety?
- **Accessibility & Workflows:** How do workflows dictate the success of a tech implementation? We explore how automated triage and prioritized queues affect equitable access and ensure urgent cases reach the right level of care faster.
- **Measuring Success:** Is there a consensus on what healthcare should monitor? We discuss which outcome measures truly capture the impact of digital triage.
- **Quality & Patient Safety:** How to successfully combine medical regulations, data-driven insights, and AI to enable secure and effective assessments.
- **Future Trends:** Exploring the next frontier—using AI for richer medical histories, adaptive question logic, and continuous learning, all backed by transparent safety mechanisms.

The Goal: To demonstrate what works in real-world operations and chart a sustainable path for the future of autotriage, where AI delivers immense value without ever compromising patient safety or the work environment.

Short presentation of the speaker:

Stina Perdahl is a medical doctor, specialist in general medicine, and Medical Director at Platform24. She has previously held roles including Product Manager for Platform24's medical content, and her background spans clinical practice and leadership positions in primary care, with extensive clinical experience in Sweden and internationally.