

Eight years of digital triage: moving from theory to proven clinical practice

From rule-based to AI-enhanced autotriage

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What we will cover

AGENDA

01 About
Platform24

03 Who uses digital
triage

05 Third-generation
triage

02 How we measure the value of
digital triage

04 What eight years confirmed and
exposed

06 Summar
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01

Background

About Platform24

Platform24 is the intelligent platform where healthcare meets patients, seamlessly guiding users from first contact to follow-up.

We enable healthcare facilities, entire healthcare systems, and large hospital chains to deliver better access, continuity and sustainable digital and digiphysical healthcare.

Platform24 is backed by established, long-term owners who provide security and a strong financial foundation for both us and our customers.

24

>17m

Digital interactions

>11m

Digital triages

>2500

Care unit implementations

>90

Integrations

30%

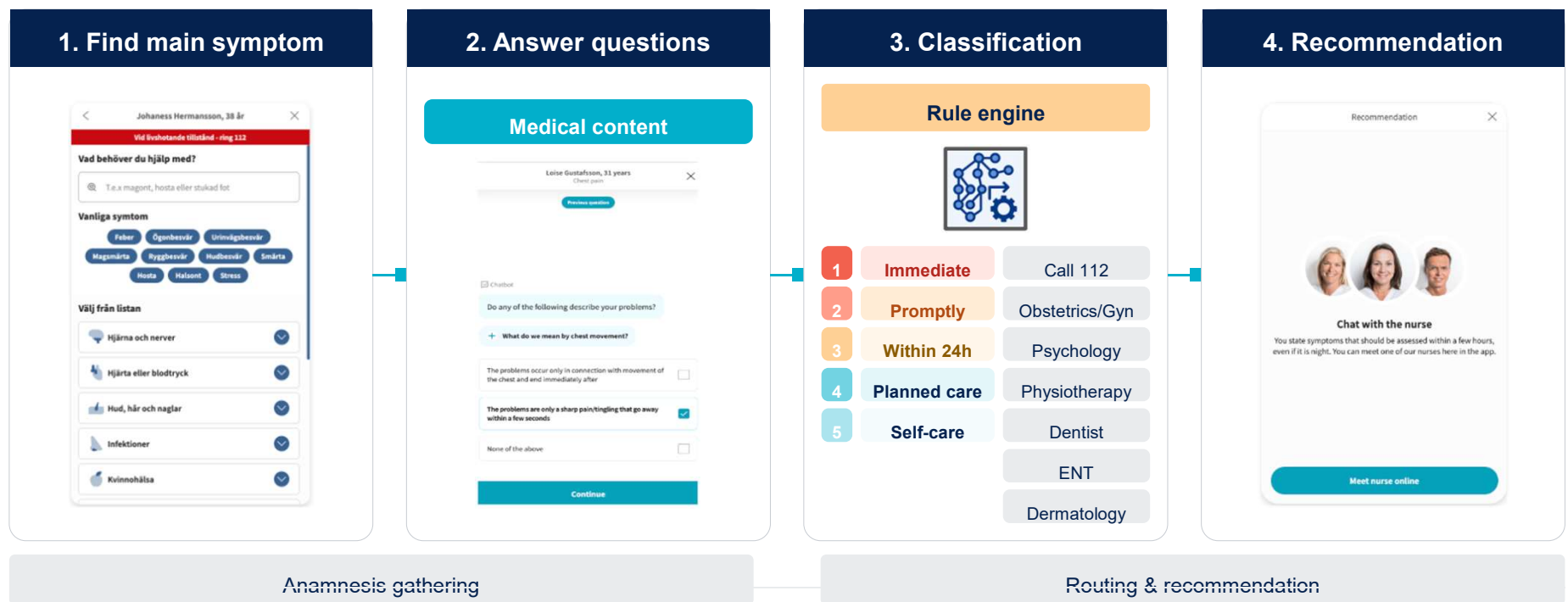
Efficiency gains

100

Employees

Overview of the digital triage system

Medical content is the core to give a recommendation based on the answers



How we measure the value of digital triage

· FOUR DIMENSIONS, TWO COMPARATORS

Four dimensions, each compared with **manual triage** and **phone triage**.

Safety

What risk does the solution carry per completed triage?

Accuracy

Against which reference standard, in which population, on which metric?

Accessibility

Who uses it, how quickly do they get help, and what happens to phone and emergency care?

Satisfaction

How do patients and staff experience the triage?

SOURCES

Published research¹

Published research on the product.

Usage data

Anonymised usage data, including feedback from practitioners.

Independent evaluations²

Regional and national evaluations.

Clinical follow-up

Follow-up analyses from our MDR work.

¹Glock et al.; Rockler Meurling et al.; Eriksson et al. (×2); Stadin et al.; Illicki et al.

²Inera; Region Gävleborg; Region Östergötland; Västra Götalandsregionen; Region Västmanland; Region Jönköping; Region Dalarna; CoDeAc.

Who uses digital triage?

VOLUMES

11_{m+}

Triage interviews

Completed across all markets since launch.

5_{m+}

Unique users

Approximately two triage interviews per user.

0–100

Years

Age range spans 0 to 100 years, every group is represented.

What eight years confirmed

LESSONS · USAGE AND STRENGTHS

Safe

Significantly fewer incidents than human telephone triage.

Priority creates value

Accessibility

High-priority cases are seen faster digitally than by phone.

Age range spans 0 to 100 years, every group is represented. Ages 20–49 are over-represented relative to their share of the population.

The search pattern closely resembles that of phone contacts. Skin conditions and mental health are the most common reasons for contact.



What eight years exposed

LESSONS · LIMITATIONS

Usability

Wording can be difficult and forms feel rigid. Free text is strongly desired.

Precision

Digital triage is cautious. Over-triage occurs, as it does in triage protocols.

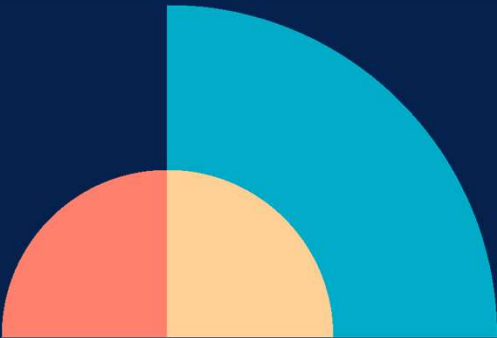
Change management

Buy-in from healthcare staff decides success, and volume is needed for full effect.



02

Next steps



THE CONTEXT WE ARE BUILDING INTO

**7% of Swedes have asked
AI about **their health** , and
young adults are the most
likely to.**

Source: Internetstiftelsen, Svenskarna och internet 2025. svenskarnaochinternet.se/rapporter/svenskarna-och-internet-2025/ai-artificiell-intelligens/

Third-generation triage

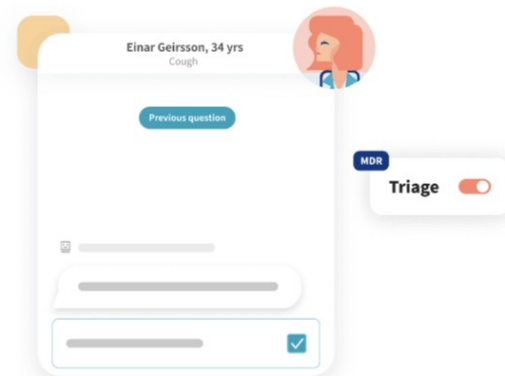
A chat interface with AI agents at the core, running on our validated medical logic.

System logic and medical forms

Agent

Chat interface with the patient

In testing, a single open-ended question at the start answered five questions in the medical form.



Summary

LESSONS LEARNED AND NEXT STEPS

KEY LEARNINGS

Digital triage is safe and creates value through prioritisation.
Click-based formats limit usability.
Change management is critical to successful implementation.

NEXT STEPS

Third-generation triage

An LLM-enhanced interface built on validated medical logic, and continued evaluation and reflection as it rolls out.

THANK YOU

Questions & next steps

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Visit our website for more

info.platform24.com

