⚠ PROPRIETARY DOCUMENT — OPES Health Systems SARL · Opes Triage Product Brochure · For authorised distribution only

CORE PLATFORM · CORE PLATFORM

Opes Triage

Standalone Triage Management · Any Facility

> Manage triage priority and patient flow alongside existing systems, with waiting-time improvement measured for each facility.

OPES Health Triage supports patient intake, structured pre-consultation, triage assessment and queue management. It can be evaluated as a standalone workflow or as part of a broader OPES deployment, subject to facility needs and implementation scope.

AT A GLANCE

Standalone
no EMR required

Local
clinical protocol configuration

Scoped
deployment plan per facility

Baseline
compare waiting times after go-live

EN / FR
Fully bilingual interface

HL7 FHIR
Interoperability standard

22
OPES systems it connects to

OVERVIEW

Built for African healthcare, not adapted for it

Clinical triage protocols, priority categories, forms, languages and escalation rules should be configured and clinically approved for the facility and jurisdiction. The system can connect to OPES EMR and OPESCare where the required integrations are included in the agreed deployment.

Who is Opes Triage for?

- ✓ Emergency departments of any size
- ✓ Hospitals with existing software that want to add triage
- ✓ District hospitals with high walk-in patient volumes
- ✓ Private clinics seeking faster patient processing
- ✓ Any facility starting its digital health journey

Problems Opes Triage solves

1. **Patients waiting without priority assessment**
   Structured triage assigns severity levels so the sickest patients are always seen first.
2. **No visibility on queue length and wait times**
   Real-time queue board shows every patient's position, priority, and estimated wait.
3. **Replacement fear — existing software**
   Opes Triage runs alongside any existing HIS/EMR — no replacement required.
4. **Triage data not captured for audit**
   Every triage decision is recorded with timestamp, nurse ID, and priority justification.

MODULES

Everything in one connected system

Each module activates independently — start with Registration and Consultation, add Lab, Pharmacy, and Billing as you grow.

Triage Assessment

Structured triage workflow with vital-sign capture and facility-approved priority assignment.

- Locally approved triage protocol configuration
- Vital signs at triage point
- Chief complaint coding
- Priority and escalation rules agreed with the facility

Waiting Room Display

Large-screen queue board showing patient position, priority, and estimated wait time.

- Privacy-compliant display (ticket numbers)
- Real-time queue updates
- Multi-language display (EN/FR)
- Average wait time counter

Triage Analytics

Department-level reporting on patient volumes, peak hours, triage accuracy, and wait times.

- Peak hour heatmaps
- Priority distribution reports
- Average triage-to-seen times
- Nurse triage audit trails

PATIENT WORKFLOW

How Opes Triage moves a patient through your facility

From the moment a patient arrives to discharge, every step is captured — and every department sees the full picture in real time.

1 **Patient Arrives**
Walk-in or ambulance arrival logged

2 **Vitals Taken**
Nurse records BP, pulse, temp, SpO2

3 **Priority Assigned**
Colour-coded priority set per MTS

4 **Queue Updated**
Waiting room board updates live

5 **Seen by Doctor**
Patient called in priority order

KEY BENEFITS

Why facilities choose Opes Triage

Start alongside existing systems

Assess a standalone workflow or agreed integration path without assuming that the facility must replace its current systems.

Works with existing software

Runs alongside any HIS, EMR, or paper-based system. No replacement, no disruption.

Measure patient flow

Compare baseline and post-deployment waiting times on the facility's own data; outcomes depend on workflow, staffing and local implementation.

Grows with you

When ready, connect Opes Triage directly to OPES EMR and OPESCare Health ID seamlessly.

OPES ECOSYSTEM

Opes Triage connects everything

Opes Triage is the clinical core — every other OPES system feeds into it or reads from it.



Opes Triage — Clinical Core

OPESCare | OPES EMR | OPES Hospital HIS

TECHNICAL SPECIFICATIONS

Built to enterprise standards

Deployment

Options	**On-premise · Cloud**
Minimum server	**2 vCPU, 4 GB RAM**
Client	**Web browser (any device)**
Display	**Any HDMI screen for queue board**

Integration

Standalone	**Yes — no other system required**
OPES EMR	**Optional native integration**
OPESCare	**Optional Health ID lookup**
API	**RESTful JSON (for custom HIS)**

Security

Encryption	**TLS 1.3 in transit**
Authentication	**Role-based (Nurse / Admin)**
Audit logging	**All triage decisions logged**
Privacy	**Ticket number display (not names)**

See Opes Triage in your facility

Book a free demonstration tailored to your facility type. Contact our team to schedule a live demo, request a pilot deployment, or get a custom quote.

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