

HYBRID ROUTINE CARE

Algorithmic Triage & Decision Support for IDF Healthcare Services: Hybrid Routine Care in Operation Roaring Lion

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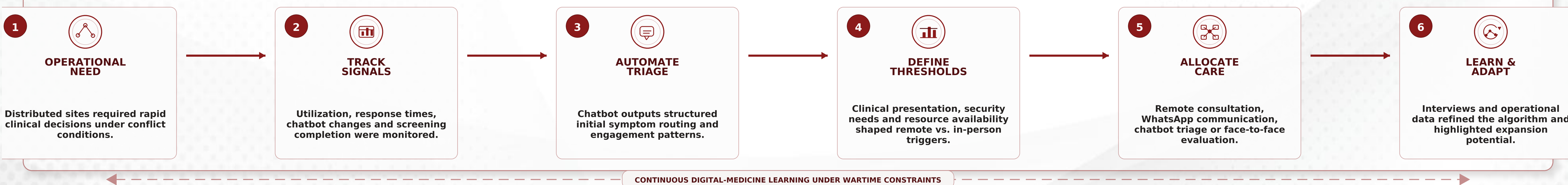
TAKE-HOME MESSAGE

Structured algorithmic triage and hybrid care models utilizing chatbots and WhatsApp maintain high patient satisfaction, ensure medical continuity, and support staff resilience under intense military operational constraints.



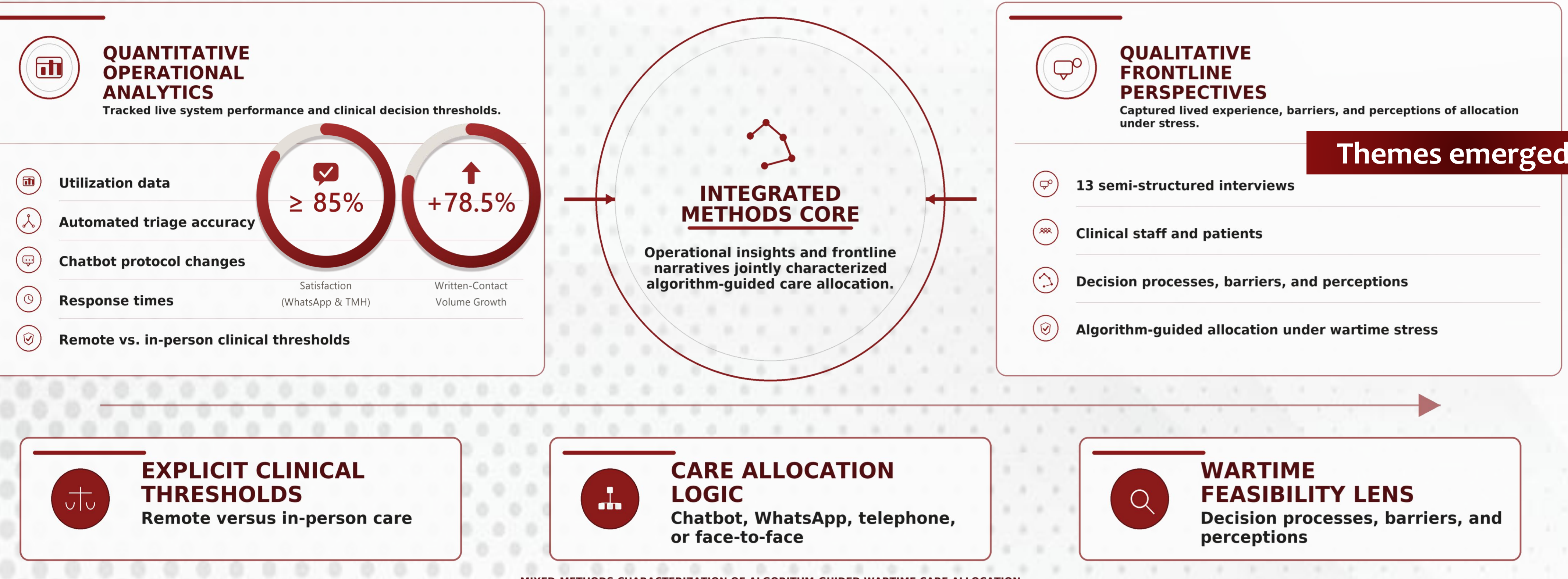
FROM DIGITAL TRIAGE TO ALLOCATED CARE

Algorithmic triage and remote clinical decision support translated wartime inputs into care modality decisions.

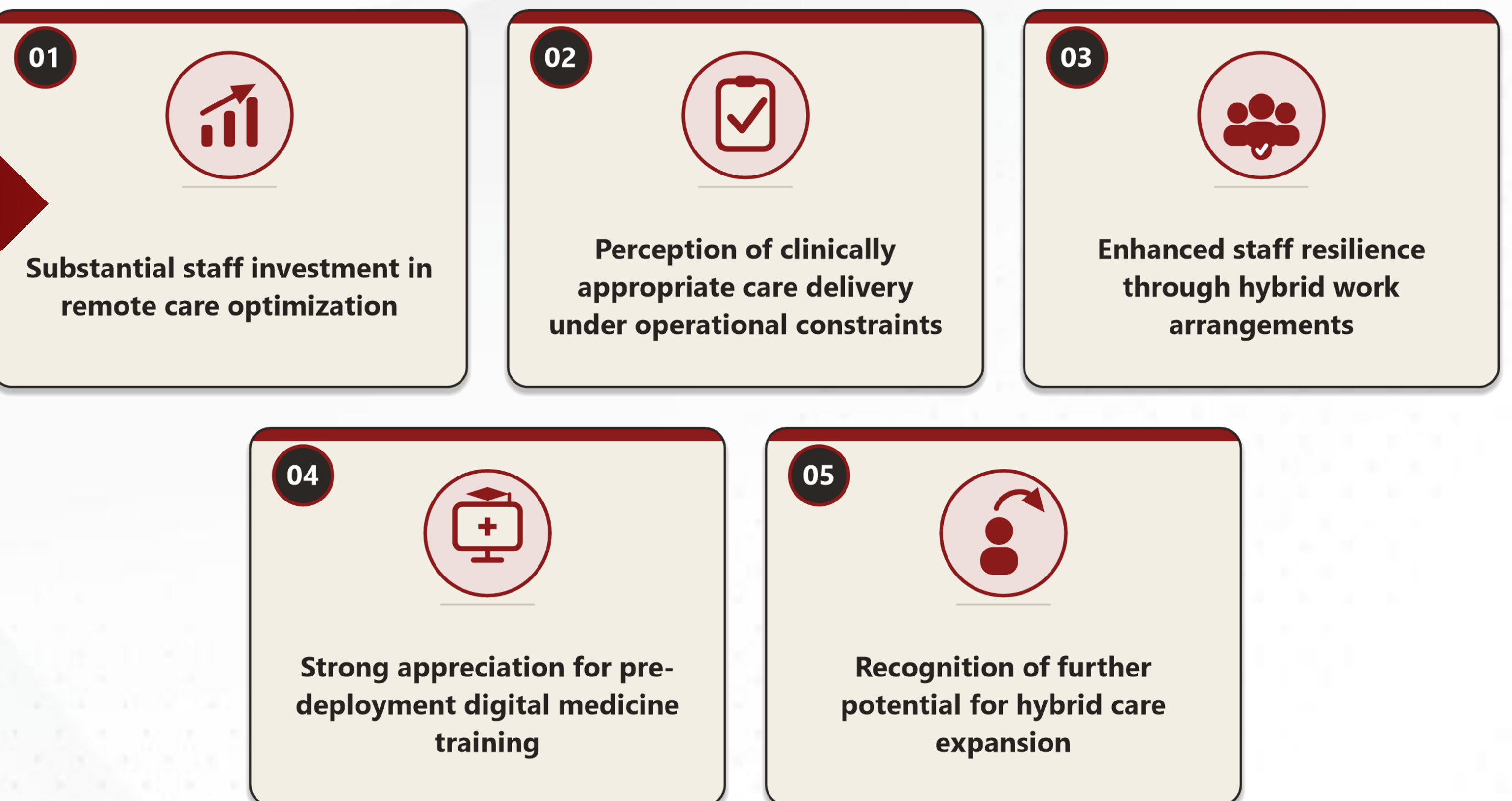


Mixed-Methods Evaluation of Algorithm-Guided Care Allocation

Quantitative operational analytics integrated with qualitative frontline perspectives to characterize remote versus in-person care decisions under wartime stress.



Hybrid Care Triage Algorithm & Decision Support



WHY IS THIS IMPORTANT?

HYBRID CARE IS A NECESSITY IN 2026

Advanced methods for delivering medical services are now available. Every medical organization, and especially a military force, is committed to maximizing available resources to deliver accessible, professional, high-quality, and innovative care. Our patients expect nothing less.

SCIENTIFIC CAUTION

This study examined how medical resources were allocated in a hybrid manner during combat operations in Israel by IDF forces. Causality cannot be established, and no comparison was made between the IDF system and external systems.



From Findings to the Field: What Actually Changed (Since February 28)			
24-48 HOURS	48+ HOURS	DURING WAR	LESSONS LEARNED
Satisfaction with WhatsApp and telemedicine services increased significantly.	Written-contact volume grew by 78.5%.	Three training programs for medical professionals in hybrid medicine were launched.	Seven policy updates on delivering excellent hybrid service were introduced, among other developments.

Abstract disclaimer: The authors declare that they have no conflicts of interest or disclosures relevant to the content of this abstract. All research procedures were conducted in accordance with established ethical guidelines and with the approval of the appropriate institutional review board. The findings presented are based on the data available at the time of submission and may be subject to further analysis or refinement.

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At the moment of truth,
IDF MEDICAL CORPS.