

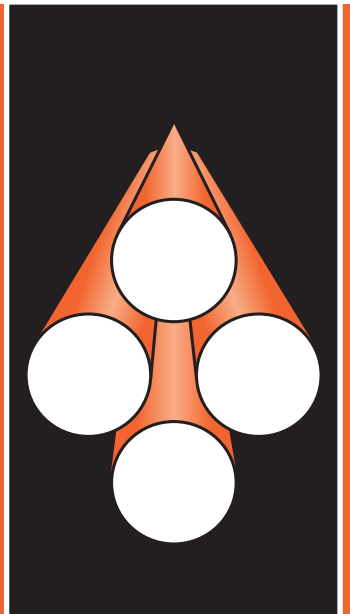
# COMMSPLUS LTD

*“ Providing all the communication your business needs ”*



**Communicating effectively with your patients is the key to a successful surgery but achieving this economically has always been a challenge!** For instance, you need to increase the amount of staff available at peak times to answer incoming calls, this in turn means that you need additional lines added to the system which all present extra costs to the business. Most of this planning is achieved by using 'guesswork' as very few surgeries are able to report on the phone usage

accurately and rely on their receptionists to say when they are busy or quiet. This of course only takes into account calls that make it through and not the ones that receive the dreaded engaged tone! Of course this is just one part of the overall communication needs of the Surgery and much more technology is available to help you become more efficient in handling calls. Below is a snap shot of some of the technologies that our clients are benefitting from today.



## Patient Partner

An application that interfaces between your telephone system and your practice management software, and provides patients with the ability to book appointments at anytime of the day or night. The system simply answers the incoming call and gives the patient the option of booking an appointment without the need for a receptionist to get involved. Appointments slots can be allocated by the practice manager to control use and because it is working directly with the software users can override appointments where necessary. This frees staff up to perform other duties and because it operates 24/7 patients are offered an enhanced service.



## Panic Button

By using the Samsung handsets you are able to programme a dedicated button that when pushed summons assistance from predetermined extensions within your practice.



## Recording Triage Calls

If your surgery offers any form of over the phone consultation then you need call recording! This provides you with a voice audit of 'who said what and when', which in turn allows you to check back to the conversation. Calls are encrypted to ensure that personal information is secure and you can even automatically delete calls after a set period of time!

## General Call Recording

General Call Recording can be put in place to record all calls in and out of your surgery. The benefits to this are extensive, from being able to replay calls for training purposes through to listening to old conversations to establish fact! Calls can be removed from the system and emailed to relevant parties and of course it adheres to all relevant legislation on the recording of calls.



## Calls to Mobiles

This represents an ever growing cost to the Surgery and is one that is easily reduced! By attaching the telephone system to the mobile network to route mobile calls you are able to lower call costs to mobiles by on average 50%.



## Reporting on system usage

Typically when asked a receptionist will tell you that they are very busy first thing in the morning with a blip around lunchtime! This doesn't however tell you the whole story, for instance they are unable to tell you when all the lines are engaged and for how long, or what the call waiting times are for patients to be answered. By using call reporting you are able to see all this information quickly and make decisions on how to deal with it! Exception reports can be automated to send information to key personnel when key performance indicators (KPI's) have been breached.

## Linking your phones to your computers

Wouldn't it be useful to have a direct link to your practice software so that when a patient calls the number is automatically recognised and you are able to access their record directly! We are able to do this with certain practice management software such as EMISS. You are also able to dial numbers directly from the patient record saving time and eliminating any dialling errors.



## Mobile Phones

If you currently have mobile phones that are individual and not linked to a bundled call plan this can represent a big cost to the surgery! By unifying the mobile phones onto one bundled package great savings can be made. Numbers are easily transferred between networks and the process of changing is very straight forward!



## Multi Surgery

Where you have more than one surgery we are able to seamlessly link them together making them act as one! The calls between sites are routed via broadband connections and are free. More importantly though you are able to flow calls between receptions to ensure that they are answered in a timely fashion. When Staff are moving between sites they are easily located and you are even able to see what extensions are in use across all the sites therefore enhancing productivity!



## Using the system to answer calls

Patients can either be answered by the system straight away or after a predetermined delay. This can either be used for offering the patient a 'comfort message', i.e. thank you for calling, your call is important to us and you will be answered as soon as possible, or to give multiple options for the call, i.e. push 1 for appointments with a Doctor, push 2 for the nurse, etc. When used correctly this frees the receptionist up to deal with calls that are only for them.

## Headsets

When taking or making calls it is really useful to have both hands free! By using a headset you are able to achieve this allowing users to take notes or use the computer. Customers of Commsplus have found that cordless headsets are even more useful as they allow the user to walk away from the desk to retrieve a file etc.



## Out of Hours

A lot of Surgeries still use a standard answer phone to play 'out of hours' messages to patients. This needs to be manually turned on and off, and can only play a single message at a time! By using a voicemail/auto attendant you are able to not only automate this but answer multiple calls at the same time. You also have the added benefit of being able to play different messages depending on the time and the number called.



## Automating Repeat Prescriptions

Many Surgeries use answer phones to take Repeat Prescription orders to save receptionist time in answering the call, this can even be reduced to set times of the day only! Voicemail and auto attendant can provide a much better level of service to the patient by being available 24/7. Voice messages can be directed to the relevant members of staff for action saving time by avoiding having to go to the 'answer phone' to retrieve messages, they can simply be sat at their desk and input the information directly into the computer! We are even able to fully automate this process by linking your practice management software and telephone systems together. You have complete control over what can be re-ordered, quantity etc. You are also able to redirect the patient to either reception or Patient Partner if a review appointment is needed!

## Audio Marketing

Patients are placed on hold more often than you think and this is an ideal opportunity to play messages to them! Important information such as 'flu jab' reminders, 'holiday jabs' and general service reminders can be given out. These messages can be changed as regularly as you wish and are tailored to suit your surgery!



With Technology moving at such a pace implementing a cost effective and efficient communications platform for your Surgery can be daunting. At Commsplus we have been working with Doctors surgeries for over

twenty five years providing communication solutions that address the needs of the individual surgery. Our approach has always been to listen to our clients needs first and then tailor solutions that meet them.

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