



HEALTH CARE

Key Features for Health Care Establishments:

Feature	Description
Call Queuing	Patients never get an engaged tone ever again. Either allow them to hear their place in the queue or have music to allow them to know you are aware they are waiting.
Call Recording	Protect staff, patients and your surgery. Use call recording for training of new staff members or even to protect those giving triage over the telephone.
SIP Trunks	Sounds weird, however, it's the new technology that can save you a lot of money. Never pay for outbound calls again, line rental is also now half the cost.
SIP Trunk Call Manager	The new technology not only saves you money, it also delivers new flexibility allowing you to control how calls are managed at your surgery. Divert calls, open additional lines at peak times, monitor answering times and much more.

Case Study: *Susan - Practice Manager*

The issue:

"Patients were unhappy as they were unable to contact the Surgery at peak operating times, such as early morning and lunch. Due to the lines being constantly engaged, this also stopped our GP's from making outbound triage calls, adding to the frustration.

We were unable to manage the inbound calls on the old technology, so we had no way to divert or try and answer the calls in a more convenient way. Adding additional lines would have been costly and the system was unable to be expanded to deal with that".

The solution:

SIP Trunks:- "A new piece of communication technology that not only brought our costs down, as all outbound calls are free, it also allowed us to provide services such as call queuing, meaning Patients never got the engaged tone.

This reduced the complaints significantly. Also, it allowed us to scale up the amount of SIP lines we needed, meaning GPs were given dedicated lines for outbound calling. Due to SIP lines being half the price of our old lines, the whole project was cost neutral.

I was utterly unaware at how badly ISDN was holding my Practice back in terms of day-to-day running."