

MediCall™

PC Attendant Console for Healthcare

Best In Class hospitals recognize that a patient's initial phone experience directly impacts overall customer service. The importance of the communications going in and out of your call center demands attention.

14 of the 18 hospitals voted by US News as the Best Hospitals use Amcom Software's industry-leading solutions to enable hospital call center staff to respond more quickly, be more productive, reduce expenses, adhere to standard processes, and improve customer service. Amcom's PC-based attendant console solutions direct operators through important tasks with easy-to-use screens that include all the necessary information to process communications efficiently and effectively.



— Increase Productivity

- Complete calls or pages in only seconds with important staff, patient and procedural information at your fingertips

— Rapid Emergency Response

- Code calls can be answered, process and responded to more accurately and efficiently than done with a manual process

— Enhanced Patient Services

- Turns every operator position and hospital main number into a patient information center with real time admit, discharge and transfer information

— Fully Integrate your Systems

- Integration with all major PBX and Centrex systems using first party call control in either ACD or console mode, along with radio paging, on-call scheduling and other healthcare specific systems

— Improved Response Time with Real Time Information

- Uses the information from the phone display to provide on-screen information including who is being called, location of the called party and type of call
- Perform directory look-ups by name, extension, department or pager ID, as well as utilization of full message center capabilities

— Elimination of Costs with Classic Operator Functions

- Alphanumeric messages can be delivered through email, pager, fax or on-screen
- Overhead, radio pages, park and page and code calls are all automated

For more information about MediCall or Amcom Software, call 888-337-9274 or visit www.amcomsoftware.com.