

Uncommon Results. Yours.

Sharp Focus® clients talk about the next generation contact center solution: **EchoAccess**

"There's total integration with the web!"

"There is a common language with the current **Sharp Focus** product."

"I like it. It was easy to follow."

"Blending physician referral information with credentialing information and instant access to updated physician info is great!"

"I like having everything on one screen."

"Looks good. It's streamlined."

"It's all right in front of you, without switching screens."

"I like the role-based access by area and by sets of information."

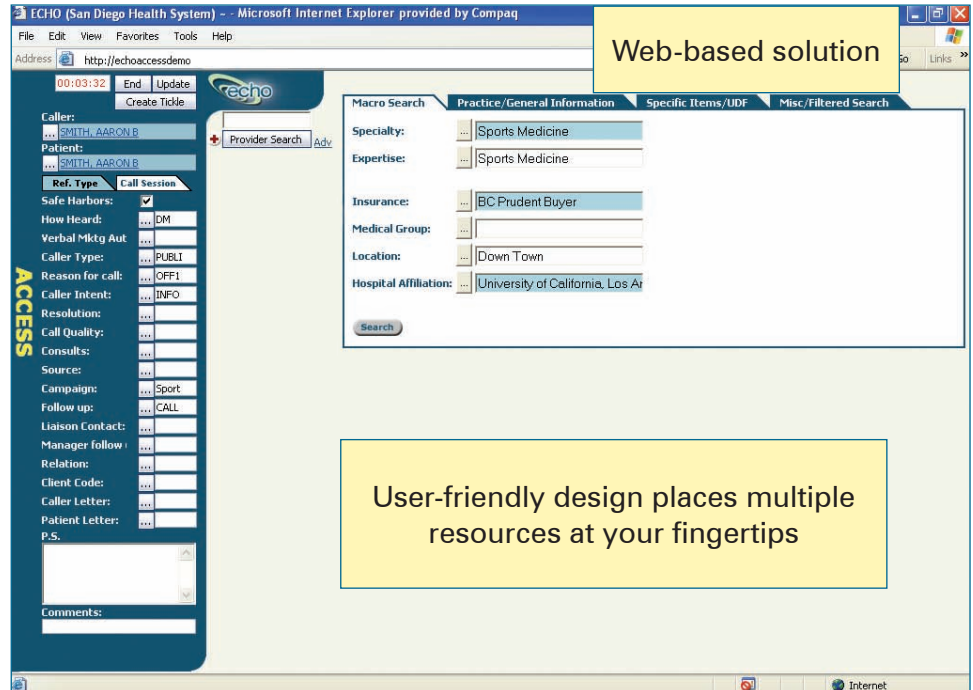
Brought to you by the developers of **Sharp Focus**

What is EchoAccess?

EchoAccess elevates your contact center to the next level: a fully web-enabled solution. It integrates provider information from your contact center, website, and medical staff office all in a single web-based application. It enables off-site agents, interactive e-commerce, and "one-click" reporting. **EchoAccess** leverages emerging technology to provide a resource beyond any other. It's an uncommon solution for Uncommon Results. Yours.

How does your organization benefit?

- Reduce cost, eliminate duplication, centralize data
- Expand market share, document referrals, admissions
- Integrate provider information from medical staff office, contact center, website
- Increase net contribution: document ROI with one integrated, browser-based solution with direct access to Microsoft Excel® and Word®



Web-based solution

User-friendly design places multiple resources at your fingertips

EchoAccess: Uncommon Benefits

Enhanced Marketing Communications

- Provides point-of-service access to marketing information across the enterprise
- Maximizes productivity of contact center team

Integrated Net Capability

- Interactive with e-commerce
- Website physician directory
- Self-serve physician referral and class registration

Powerful Results Reporting

- Integrated "Data Wizard" for fast statistical reports
- Direct interface with Microsoft Excel and Word
- "One-click" quick reports in multiple output formats
- Individual workflow automation with new "Worklists"

User-Friendly Functionality

- Streamlined call session screen, eliminates several layers
- Multiple referral activities in same call session
- Advanced provider search capability
- Reduce data entry labor hours by adding or updating unlimited provider records simultaneously

New Features

- Complaints management
- Physician liaison support
- Audit trail of provider data edits
- Custom web portals for tailored data access

Preserved Data

- All provider data, table codes, letters and reports converted from existing **Sharp Focus** database

Automated Event Scheduling

- Improved process utilizing SQL jobs
- Automated report, letter, e-mail, and data exchange processing on a user-defined frequency

Thin Client, Web-based Application

- Eliminates workstation install, reduces IT support
- Installs and updates just one time at server level
- Remote access for home-based nurse triage staff
- 24/7 access to provider data
- User-friendly browser interface
- Individual role-based customized user screens

Robust Microsoft SQL Platform

- Proven stability
- Faster response times
- Eliminates need for maintenance routines
- Decreases database downtime
- Increased security
- Stops data corruption

Uncommon Results. Yours.

A contact center solution for your next level of impact



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17085 Camino San Bernardo • San Diego, CA 92127
1 800- 733- 8737 • www.healthlinesystems.com