



There are three competencies that distinguish LVM Systems from other call center software vendors:

**Software**

**Customer Service**

**Clinical Content**

In the financially limited and competitive environment that healthcare organizations face, survival depends on maintaining a secure hold on market share. LVM's call center software, E-Centaurus, was created to do just that. E-Centaurus integrates three primary solutions: marketing/referral, telehealth (nurse triage) and disease management.

### **Comprehensive Software**

E-Centaurus' modular system allows clients to expand services by upgrading to the next level of functionality. Start with a focus on physician referral or perhaps telehealth and then add disease management when your organization's needs require it. Each application has been fine-tuned and enhanced - through client partnerships - to increase efficiency and ease of use. With 18 years of experience and more than 300 product placements, LVM continually meets the changing needs of its clients.

### **Outstanding Customer Support**

The cornerstone of LVM Systems is Service. Just ask any of our clients!

LVM's support staff averages over six years of experience with the Centaurus system.

When clients call with questions, they reach a seasoned employee who can resolve their issues quickly and professionally. This level of partnership has always been a differentiator for LVM – and an expectation from clients that LVM is proud to exceed.

Aside from 24 hour telephone/modem support, LVM provides its clients custom report writing, custom screens, batch import/export routines, online help and online tutorials for training. E-Centaurus also offers more than 2000 standard reports – plus an additional 3000 custom reports on file in our Custom Report Library. Data conversion from pre-existing software is at no charge and free custom report fulfillment is available to every client.

All employees at LVM Systems believe it's their responsibility to support clients. From the president of the company to the receptionist – service is the cornerstone.

### Proven Clinical Content

The objective of a medical call center program is to provide sound clinical advice to callers. LVM understands that clinical content is a key decisive factor when selecting a software vendor.

Our pediatric protocols are provided and supported by Barton Schmitt, MD, the renowned expert and pioneer in pediatric telephone triage. Dr. Schmitt's protocols are widely recognized as the gold standard of care among pediatricians and have been field tested by more than 400 call centers, nationally and internationally.

Our adult protocols were developed in partnership with Dr. Schmitt by emergency and internal medicine physician, David Thompson, MD. Dr. Thompson's experience includes several years as Medical Director of a call center. His adult protocols follow an identical structure and philosophy to Dr. Schmitt's pediatric content, resulting in a synergistic approach that reduces the length of calls. Thompson's adult protocols have been field tested with positive outcomes in call centers, both large and small.

LVM has a relationship with the American Academy of Family Physicians (AAFP) to provide consumer-level health information. And the software links directly to MedlinePlus Health Topics for additional professional and consumer-level information regarding diseases and conditions.

When call centers implement a nurse triage service, they often need clinical training and consultation. LVM provides clinical training through a relationship with experienced, practicing registered nurses who have worked extensively with the Schmitt/Thompson content.

For more information about LVM Systems, its E-Centaurus software or call center consulting services, please contact Sales at 480.633.8200, ext. 232, or reach us at [info@lvmsystems.com](mailto:info@lvmsystems.com).