

Is the volume of calls into your practice a problem?

Fed up with complex technology?

Consultants covering more than one practice?

Contact Digital IP today to discuss how you can benefit from a technology upgrade that will help your business reduce costs and increase customer experience.

0845 2700 484

Improve Your Communications without complex technology



GPs, pharmacists, dentists and nurses play a central role in the local community, providing healthcare services that are vital to our daily lives. Mitel® makes it possible for primary care healthcare providers to communicate in real time, providing communications that are easy to use and flexible enough to support the many demands of their multi-faceted roles.

Health issues often cause stress and concern for the patient and their loved ones. For matters of such a personal and sensitive nature, people expect their call to be answered immediately by someone capable of dealing with their issue on the spot, without being passed around or having to call back. When patients have a poor experience relating to a call to their healthcare provider, their complaints will focus on the length of time taken to answer, and the use of poorly designed telephone directory menus.





Challenge

- More than one number for one person
- Difficult to stay in touch
- Too many calls coming in to deal with
- Bulky dictation tools with not enough access
- Time lost in travel for review meetings
- Medical emergency or aggressive patient

Solution

- Up to 8 devices with one contact number
- One number will ring all your devices
- Call management to route and reduce time waiting
- Voice to email with advanced voicemail
- In house conference bridges with great collaboration
- Single button alert with Emergency Response Advisor

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