



# Medic-Call

Placing leading edge communications solutions at the heart of NHS medical services.



# What is Medic-Call?

Medic-Call, for doctor's surgeries, delivers a range of communications solutions to include phone system, digital media such as WhatsApp and video collaboration. Medic-Call satisfies the needs of both the practice team and the increasing service demands of central NHS and government.

Whilst the phone remains the primary method of communication for a surgery and its patients, the need to expand communications to accommodate changes such as patient triage, communicating with tech savvy and social media-demanding patients has never been greater.

Medic-Call delivers a range of communication solutions that either enhance or if necessary, replace your current communication systems, enabling you to deliver your services, exactly as you wish to, with ease.



## Choice of phone system deployment



**Unlike most phone systems, Medic-Call does not dictate how you deploy a new solution.** Medic-Call support a Cloud or on-premise or hybrid deployment; pay monthly, outright purchase or hybrid purchasing; one single system for a CCG or individual surgery systems; with additional health and safety requirements to consider endorsing deployment.

Medic-Call can be deployed as per the IT requirements of the individual or group of surgeries. Core to any solution is an appropriate level of reliability, disaster recovery e.g. site evacuation or a pandemic! Add to this, local health and safety needs affecting local services such as a tannoy service or retaining internal or back up communications during a network outage. With multi-site deployments, calls can overflow in- or out-of-hours to alternative surgeries, with the answering surgery / team knowing the target for the call and answering appropriately. If a centralised service is required, calls can be answered by the central team and distributed to the local surgery or skill set as required.



## System management - Medic-Call admin portal

Irrespective of the deployment type being a Cloud or on-premise or hybrid deployment, the admin portal offers ease of system admin management should the surgery wish to make changes. Alternatively, your Medic-Call provider can easily access the system to make desired changes.

**The need to call your telecoms provider to administer simple configuration tasks on your system is eliminated with Medic-Call.** The Medic-Call admin portal enables surgery staff to simply make adds, moves, and changes on their system such as changing staff in a hunt group or activating a specific surgery attendant greeting.



## Practice management - reporting, recording and live wallboards

Reporting and recording are now essential capabilities for doctor's surgeries. Medic-Call provides a simple search interface and easy playback of recordings, to protect staff from abusive or difficult callers, and ensure patient health information is understood, or reviewed, as required.

Reports, including queued call statistics, time taken to answer calls, call duration, review of busy periods, and much more can be scheduled, automatically compiled and sent to selected staff via email. This eliminates the need to constantly look and search for reports.

Live wallboards or PC dashboards provide staff with real time call data e.g. how many calls are queueing against each service, as well as displaying numerous call count options and scrolling text via a ticker tape display that allows reminder information to be passed to staff. Some surgeries may wish to take this a stage further and display a live wallboard in the waiting area to promote surgery activity.

**Crucially, Medic-Call practice management is browser based, which removes the need to deploy any applications on surgery PCs.**



## Patient record integration - EMIS / SystemOne / INPS Vision



Integrating the patient record system with the phone system, improves staff efficiency and patient interaction by ensuring that the correct patient information appears on the receptionist's PC screen when a call is received, or transferred. Recognising the inbound caller's telephone number, Medic-Call systems can automatically present the patient's details on screen.

Clean data is vital. Having correct and up-to-date patient records is not only core to successfully answering calls, it also has a significant impact on other surgery activities such as SMS calling, triage calls etc. If a patient is not recognised through their calling number, or they are calling from a shared number e.g. using the home telephone, then Medic-Call patient record integration will offer the surgery receptionist the opportunity to instantly update the patient records. This is referred to as 'new number capture'. Warnings can be given if the receptionist does not add a new number to the patient record and a full audit trail is available.

The caller's information can be integrated with the surgery's work flow and can prompt staff to provide important information to the caller e.g. "You are due a winter flu jab".

As security is paramount within the NHS community, the deployment of Medic-Call system integration is always on-premise, within the surgery. This means that no data leaves the surgery and the integration includes a 'firewall' to guarantee secure access internally.

### Medic-Call patient record integration keeps you on target by:

- Quickly identifying the patient
- Instantly seeing patient demographics
- Keeping records up-to-date
- Complying with QOF / LES requirement\*
- Getting in touch with patients fast
- Verifying mobile number

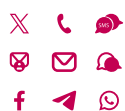
\* QOF Quality and Outcomes Framework / LES Local Enhanced Services



## WhatsApp conversations

WhatsApp enables instant conversations. **Adopters of WhatsApp cross all generations, making it an obvious conversation tool for a surgery** - it gains instant responses from patients, allows the attachment of secure information at no message charge, bulk send notifications e.g. "winter flu jab" or patient reminders, with more information available than just text.

Access by staff is via a shared PC interface, with everyone able to see conversations and conversation history. Should staff not be available, then these can be quickly re-assigned to other team members. App-based conversations save time compared to phone calls, and allow staff to hold multiple conversations at the same time, whilst they await replies to messages responses. WhatsApp can be integrated with our full multi-media offering.



## Multi-media manager

How patients wish to communicate is changing, and how they choose to message does not matter. We provide a single interface, allowing staff to reply to any message type with ease - web chat / Facebook / WhatsApp / X (Twitter) / SMS / email / web forms.

With younger generations preferring social media messaging apps, conversations need to adapt. What application the patient chooses, from what device they prefer to communicate from, and often the time they wish to begin a conversation, allows a surgery to select the most appropriate media. Different media has associated response times so whilst apps, like web chat, may be common, are they appropriate within a surgery due to the need for an instant response? Other apps like X, Facebook Messenger and WhatsApp, can also experience delayed replies, as they are often viewed within their own silos. **The multi-media manager allows staff to see a simple conversation within their PC app or browser, irrespective of how it was originated.**



## Medic-Call auto attendant

**Single or multi-level auto attendant for patient signposting.** This time efficient service allows patients to select their desired destination, enabling self-service, while freeing up your busy staff from handling repetitive tasks e.g. "Select 1 to cancel your appointment", to help you reduce your Did Not Attend (DNA) figures.

The Medic-Call attendant can be time-of-day controlled for each separate service using it e.g. the prescription line does not route calls to certain users, after 4pm, Monday to Friday.



## In-queue announcements

There will inevitably be busy periods for handling phone calls during the week, which cannot be avoided. Providing callers with a clear apology message, or information about the surgery, while they're in a queue, can enhance the patient experience.

**Medic-Call offers patients the ability to be called back if the queue time is long.** They can even be called back on an alternative number to the one they called from e.g. a parent rings from home but must leave the house, and will only be available on her mobile when the call reaches the top of the queue.



## Emergency tannoy

**Connect an external tannoy system or tannoy via the desk phones** - there are times when an issue occurs, and specific staff members need to be alerted immediately to react to an emergency. Fast activation of the tannoy feature, through an external tannoy speaker service or desk phones, alerts available staff, whilst retaining a calm ambience within the public areas.



## Flexible call distribution



**Calls can be routed to staff / teams, or overflow to other surgeries within the CCG for out-of-hours cover, emergency routing activation or during busy periods.** Once self-service options are selected on Medic-Call attendant, the routing of calls to the required staff / teams is key. Exception planning, such as Bank Holidays, can be set up or configured by the practice in advance, to avoid any last-minute changes. For multi-site deployments, calls can overflow from one surgery to another, or hunt group members can be presented calls with various ring patterns applied. Any calls flowing from one surgery to another will present their identity to staff answering the call, enabling the appropriate greeting to be offered to the patient.



## Desk devices

**A wide range of desk phones for all staff roles and budgets, some with advanced features such as acoustic shield (reducing the background noise for callers, caused by busy reception areas).** Having the right desk phone is an important element of a modern phone system. Whether it's a phone for the kitchen, meeting room, clinical rooms or reception, we have the right solution. A modern desk phone, as well offering high quality HD voice and acoustic shield, also supports native Bluetooth integration, for the connection of a headset or even a mobile phone. Mobile phone integration is ideal for staff in patient sight, as they can answer mobile calls without picking up their mobile, avoiding the assumption that a mobile call is personal and not business! Add to this features such as corded cordless, wireless connectivity and tiltable screens, making the phones suitable for any overhead light glare.



## DECT wireless

**For staff that would benefit from roaming the surgery, while retaining phone contact.** Our range of DECT phones offer clear colour displays, with the option for local or site wide roaming. Quality is retained with comfortable form and HD voice quality, with the ability to expand into meeting room audio units so staff can sit around the high quality, multi-beaming mic array audio units with a charging base for when not in use.



## Personal or room video solutions

**With video calling allowing patient triage during COVID lockdown, video was adopted by many and has proven to be a reliable technology to retain.** Video can be utilised in many forms within a surgery. GP's and nurse prescribers, having the appropriate equipment to hold a video call is essential, especially if in an open office setting, to avoid poor audio quality. For those wishing to adopt walk-in video appointments, 'huddle' room technology can be deployed whereby the room is video-enabled and the patient simply takes their seat and lets the 4k camera and HD audio do its thing. For internal meeting e.g. CCG reviews, meeting room solutions save travel time and cost, as well as the added benefit of training on new treatments or guidelines!



## Call forwarding

**For staff who are away from the surgery, or who work at different locations, being able to forward calls to a mobile device is essential.** With Medic-Call, callers are not aware where the call is forwarded to, they simply reach the person they are calling. Additionally, those with desk phones may prefer to hotdesk to another phone or device, allowing them to retain all their user settings, such as voicemail, call history, status / Busy Lamp Field (BLF) etc., rather than simple call forwarding. With both simple call forwarding or actual phone hotdesking, calls received can be both reported on and recorded as usual.



## Softphone app for smartphones

**Whether working from home, care home or community visits, staff can make and receive calls via the surgery phone system.** Staff can make and receive calls from their mobile app, with all calls routing via the surgery phone system. No call charges are against the mobile call usage and staff identity is preserved as the surgery phone number is shown opposed to the mobile number. The user's profile follows that of a normal desk phone user, with call barring and other user features common. Should the user work across multiple devices e.g. deskphone, smartphone app or PC softphone, the personal settings are common, irrespective of device.



## PC softphones

**Offering all desk phone features and more advanced PC features with headset and speaker phone support, supporting work from anywhere with no VPN required!** PC softphones allow staff to be online in an instant, whether answering personal or group team calls. Additionally, softphones can offer integration with a user's personal Microsoft 365 directory, with highlight and dial from the screen and, on-screen presence of all phone system users. Supported by secure remote accessing, staff can work from any location with an appropriate Internet service.



## Microsoft Teams Direct Routing support

**Allows staff to make and receive calls via their Microsoft Teams client.** Medic-Call offers the ability to integrate with Microsoft Teams allowing staff to make and receive calls via their Teams PC or smartphone client, retaining all system call recording and Study-Call performance reporting.



## Headsets

**Supporting desk phones, smartphone and PC softphone working. Designed for all day comfort.** Light weight, soft cushion design and excellent audio quality ensure headsets are preferable, avoiding those cricked necks from chin-held handsets!



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