

DLS Answers the Call for Improved Patient Services

A busy medical office had no idea the number of patient calls they had been ignoring with their old phone system until DLS stepped in

Business Situation

A medical office was looking to save money and upgrade their existing phone system. The practice was owned by a partnership of physicians who wanted to remain independent and yet effectively manage costs. These doctors felt strongly about remaining independent and in control of their practice decisions to provide their patients with optimum care.

DLS' hosted PBX system was selected to replace their outdated phone system because DLS offered easy administration and a feature-rich solution. They also cited our hands-on technical support in their decision process due to our skilled technical support staff.

The Business Case

DLS technicians and network engineers worked on-site to ensure a smooth implementation and provide training to their staff. After testing the system, DLS believed the office was well on the road to recovery. However, within a few days, DLS received a call from one of the physicians complaining that the phones rang, "too much," and receptionists were unable to manage the volume. He was concerned that something was wrong with the new PBX system.

"This client didn't know how many calls they were missing with their old system. There was a major service problem in their practice because their patients were frustrated with a fast busy signal."

Gerald Vales, DLS Account Manager

Technical support personnel completed a diagnostic and system tests, but could find no error. The troubleshooting process revealed the issue had been a reliance on old hardware which limited the number of calls that could be received and inadequate staffing levels to manage the volume.

Transitioning to a new, upgraded phone system revealed that patients had been calling the office, but had been frustrated by perpetual busy signals. Now, with the new PBX system in place allowing for unlimited call volume, office personnel learned that they had to make adjustments to manage the calls that had gone unanswered before. DLS also revised their call routing and automated attendant within the system while implementing an overflow call system using several other office locations to mitigate the staffing issues and better manage their call volume.

Results

- Patient satisfaction has improved dramatically now that patients can get through to office staff.
- Revenue at the practice has increased as fewer appointment slots go unfilled
- Patient retention has increased now that staff can effectively manage appointments and reminders
- Service has improved now that calls are being routed to the correct staff
- The office gained reliable, upgraded functionality at an overall savings to the practice