Premier PatientLine
Part of the Premier Choice Group

PRACTICE INDEX
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TOOLS AND TECHNOLOGY THAT KEEP YOU ON TARGET:

Premier Integration!

Premier Integration is a contact management solution desgined to help managers, receptionists and clinical staff achieve critical goals. With Premier Integration, practices can experience the following functionality and benefits:

Complete Contact Management

Great healthcare providers prioritise courteous, informed patient care, but face time and financial pressures to keep the business running smoothly. Linking your telephony and patient management system speeds up patient verification, improves patient service and assists with metrics.

Quickly Identify The Patient

When an incoming call arrives, a preview window opens to display the caller's identity. Where more than one patient is registered against a telephone number, multiple names are displayed to facilitate selection. In addition, it supports a business directory to allow other callers, for example, suppliers, to be identified.

Instantly See Patient Demographics

The dashboard launches on answering a call. Demographic information (for example; age, date of birth, sex) is displayed to assist with caller verification. On confirmation, one click launches the patient's clinical record.

Keep Records up to Date

When receiving a call from an unknown telephone number, our system captures the number to simplify record updates. A free text field is also available to store notes, such as special call handling instructions.

Comply with QOF / LES Requirements

Premier Integration enables alert lists to be defined and uploaded. When the patient calls, an alert is generated. Receptionists are able to discuss needs and book appointments.

Get in Touch Fast

On-screen click-to-dial simplifies patient contact, supporting triage and phone consultations. Surgery staff can send individual SMS messages and manage patient responses.

Call Recording

Store, search, play and share secure call recordings to encourage respectful conversations, resolve disputes and provide an audit trail of patient care.

What Next?

For more information call **0800 048 4666** or go to **www.premierchoicegroup.com**

Please do not be put off by the fact that you may be in contract with another supplier as we can work with you if you wish to improve your solution.

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Wallboard

Call analytics and wallboards provide staff with the real-time information needed to answer calls more effectively. Analysis of call handling performance improves staff scheduling and ensures patient service levels are maintained.
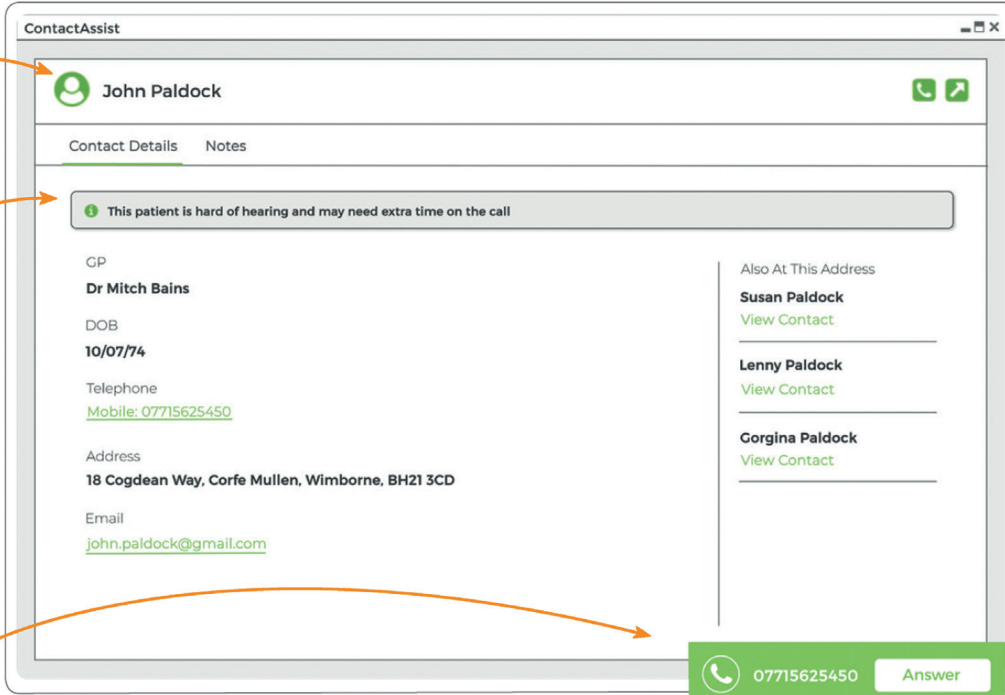
Pop-up Dashboard

Quickly allows staff to identify patients and access clinical records. Saves time and enables more calls to be answered during busy periods.

Patient Alerts

New numbers can be identified and added with a few clicks. More accurate records reduce frustration and improve patient communication.

Real-time Notes

Patient notes, such as specific instructions on handling calls or safeguarding the patient, can be displayed as soon as the call is answered.

New Number Capture

Flag up chronic health conditions, preventative health checks and missed appointments in support of the QOF or LES to improve metrics.

Click-to-dial

Administration, clinical and management staff can call patients, relatives, suppliers and healthcare workers with a single click.

Pop-up dashboard
Verify the caller, identify any alerts and notes.

Real-time notes
Update and keep notes on general patient health, specific conditions, relevant circumstances, etc.

Call Preview
See who's calling.

ContactAssist

John Paldock

Contact Details   Notes

ⓘ This patient is hard of hearing and may need extra time on the call

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10/07/74

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The screen represented is for illustration purposes only.

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