



Premier PatientLine

Part of the Premier Choice Group



PURE HOSTED SERVICES: VERTICAL USE CASE

CHALLENGES

- Unwell, anxious patients requiring immediate attention need prompt handling of their calls.
- Fast, effective telephone call handling is therefore essential to the General Practice (GP).
- GPs must show compliance to IT Governance and the Care Quality Commission (CQC) standards for improving patient care and running a capable practice.
- My Room group chat can be used to hold conference calls with other GP surgeries or medical bodies.
- PHS Business Continuity and Disaster Recovery ensures the practice meets IT Governance standards and patient calls are answered, even in the event of local, natural or man-made disasters.

SOLUTION

- Premier Pure Hosted Services (PHS) delivers a solution to meet a practice's call handling needs.
- With our Call Centre ACD, hold music or a recorded message can be played while waiting. This allows the user or reception to direct callers to the relevant part of the practice.
- Call Recording lets the GP monitor and review conversations between patients and staff - used to prove compliance to CQC standards. This shows a commitment to a culture of improvement and accountability as it provides evidence of medical advice given over the phone. Call Recording can also be used to train new practice staff.
- Call logging enables statistical analysis of calls and helps identify the busiest periods which will help plan staff scheduling.
- Inbound calls can scan the database and records will come up on screen, helping to manage the call - speed of response.
- Our Unified Communications (UC) instant messaging and presence can be used to communicate between members of the GP team.

BENEFITS

IMPROVED PATIENT SERVICE

- PHS provides a friendly, prompt and effective service for patients.
- Has the necessary resources to answer calls efficiently during the busiest times.
- With call queuing, callers will never hear the engaged tone.
- Call Recording can be used to help coach and develop staff to improve customer care.
- With in-built continuity, calls can always be made and answered - making it a phone service that never fails.

INCREASED PRODUCTIVITY

- By using statistical data, the practice can easily manage staff resources.
- The optional Receptionist console can handle numerous calls efficiently.

COMPLIANCE TO GOVERNANCE STANDARDS

- Call Recording is compliant to CQC standards.
- Recordings can be quickly located using multiple search criteria to ensure GDPR requirements for Right to Access, Right to be Forgotten and Data Portability can be complied with.

For more information call **020 8300 9495** or go to **www.premierchoicegroup.com**