

# UCFlex Cloud UC Powered by Kandy Case Study



## ABOUT THE CUSTOMER

The organization is a non-profit health care system dedicated to caring for patients from birth to end-of-life. The health care system serves its communities by providing exceptional medical care, as it prevents illness, restores health, and provides comfort to individuals and families alike.

The health care system has two offices for clinic services in located in separate locations. Each office has approximately eight doctors operating under the same affiliation. Reporting to each doctor is a nurse, a nurse practitioner, and a medical assistant to help process patients.

## CHALLENGES

The health care system was able to schedule appointments with doctors but unable to pass real-time communication with other employees as the internal communication between doctors, patients, medical staff, and the billing department was not aligned.

During the day, doctors were in and out of patient treatment rooms and typically returned calls both before seeing their first patient, during lunch or after the last patient had been seen. While with a patient, doctors couldn't be bothered by phone calls but needed to be able to communicate with office staff and clinic personnel as needed.

## OBJECTIVE

The health care system was looking for a dependable solution to ensure customers could reach them to schedule appointments without having to wait for a response.

The health care system needed a unified communication platform to facilitate the regular calling between doctors, support staff, and the billing department. The health care system also wanted to enable medical support staff to make outbound calls to handle prescription refills, call back patients, and coordinate scheduling of procedures such as MRIs, X-rays, etc. and as well as referrals.

When doctors call patients using mobile phones, the health care system wanted to show the main number to the clinic as the caller ID instead of their mobile number.

Knowing that video calling with patients will eventually become commonplace, The health care system needed a phone system that provides video calling.

It was also looking for a mechanism where after-hours calls get routed to an external answering service.



## SOLUTION

ISSQUARED™ installed its UCFlex™ platform to solve all the challenges faced by the health care system. UCFlex™ enables office staff to manage the auto-attendant via Virtual Assistant to change the main menu prompts, perform after-hours routing through an easy to use the browser-based portal. Now, after hours callers can hear the after-hours menu and then routed to the offsite answering service to page a doctor on call.

The Smart Office mobile unified communications app allows doctors to call patients back using their mobile phone but provide the main number to the clinic as the caller ID rather than the mobile number.

The solution enables potential customers to click the 'CONTACT US' button and choose which department they would like to speak with. The system calls any connection such as mobile, PBX, VoIP, and even hunt groups, and be paired with Live Support for call center/customer service. After hours the menu changes to ring the answering service.

UCFlex™ has enabled the health care system to communicate more effectively with customers and internal employees. Adding on to the robust desk phone features, UCFlex™ also provides:

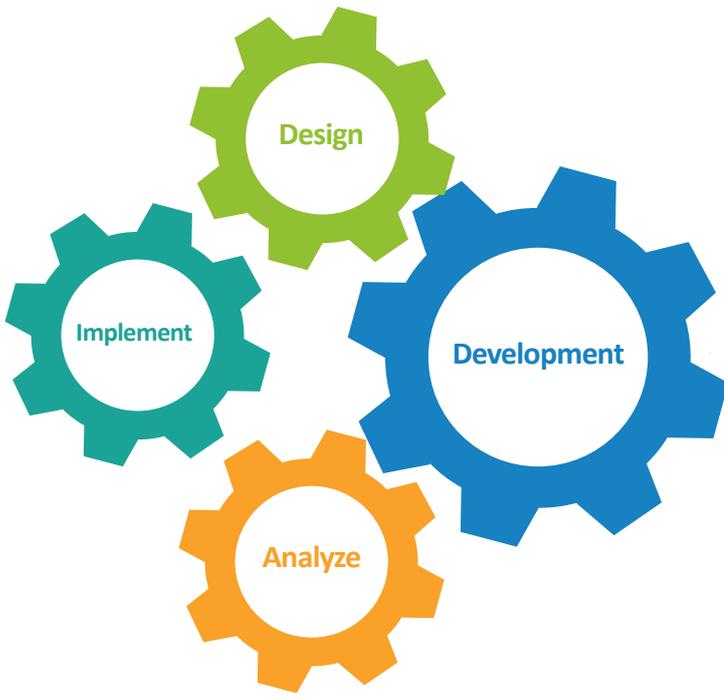
- Desktop & Mobile Client (voice/video calling, address book, call logs, IM and conference scheduling)
- Meet-me conferencing (audio-only conferencing starting at 10 parties and scalable to 200 parties)
- Screen-Sharing and Multi-Party audio/video conferencing integrated with Smart Office clients (starting at 10 parties and scalable to 200 participants)
- Unified Messaging with Voicemail delivery to email and optional Transcription
- eFax
- Call Grabber (seamlessly move calls between desk phones, desktop clients and mobility clients)
- Call Recording +storage (call center agents as well as non-call center agents)
- UCD/Call Distribution
- Hunt Groups/ UCD Wallboards
- Attendant Console Client
- End User Web Portal



## KEY BENEFITS

UCFlex™ Cloud UC has improved appointment scheduling and internal communication between doctors, patients, medical staff, and the billing department at the health care system.

- Each clinic's mainline operator can answer the call from the main number auto-attendant in the order calls received using the Agent Console.
- The softphone allows the operator to see whether someone is on the other line before transferring and can transfer the patient to leave a message for them instead.
- It enables each clinic to have 1-2 additional staff that check-in patients and process co-pays/payments. They each have a station at the front desk with both a computer and an IP phone.
- The solution enables the health care system to reach nursing staff and lab admins via Instant Messaging to communicate to keep the office patient flow.
- Smart Office desktop clients offer the ability to see both IM and phone presence for all staff personnel.
- It keeps the staff connected and make them more responsive to co-workers and customers.



## ISSQUARED™

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ISSQUARED™ is headquartered in Westlake Village, California, with global delivery capabilities and presence across the UK, Ireland, India, Singapore, the Middle East, and the U.S.



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