

Easy-Call™ – for Clinics & Schedule Management

- Reach out and get through to patients where they are — quickly, effortlessly, and with certainty !
- Reduce stress on clinical staff in all critical communications with out-patients !
- In just one step, interact with whole clinical communities !
- Reminders & confirmations, cancellation alerts & re-scheduling, are a breeze to manage !
- Non-English speakers interact in any language(s) by touch-tone !

Communication intelligence:

eliminate patient phone-tag 80% !

program productivity gains of 25% & more !

an audit-trail of every phone exchange —

“What [we] said, on what date & time”

... retrieved & replayed for years after !


- PINs, PSWDs & encryption secure confidentiality !

- No data or voice exchange ever goes beyond the hospital's firewall !



Mandexin



EASY-CALL C&SM features...	... EASY-CALL for C&SM benefits !
Auto-attended clinical call-centre	✓ Medical and administrative staff focus on the patient and the quality of their care, because the drudgery of following-up has been automated !
Device & service independent Auto-Dial & Locate™	✓ ensure no critical message is ever dropped, or individual missed, through tenacious communications outreach across multiple devices or services ! ✓ offset the risk of device & service failure, and meet requirements for due diligence ! ✓ keep project start-up budgets small, by avoiding front-end device upgrades and 'lock-in' to any single service — <i>by either the institution or its clients</i> ! ✓ readily incorporate new technology as it comes on-stream !
Multi-media interface, powered by the WEB	✓ access or share information from anywhere, via WEB browser or touch-tone phone ! ✓ workstation interaction maximizes the productivity of internal staff ! ✓ enable on-call staff to maintain their own roster schedules, ensuring 'to-the-second' accuracy !
Groups & Duty-Rosters, to target critical alerts & interplay	✓ target countless inbound or outbound contacts through a single step, yet avoid the disruption and/or service charges of inefficient broadcasts ! ✓ ensure multi-level coverage via on-duty rosters that automatically escalate urgent messages until a response occurs ! ✓ expedite bi-directional interaction between caregivers, professionals, & patients !
Multi-lingual voice interaction	✓ interact with whole communities of listeners by touch-tone phone interaction in virtually limitless numbers of languages ! ✓ whenever patient-clients may be found in any number of locales, designate different languages of <i>notification</i> !
PIN identified & protected voice interaction	✓ ensure that only the intended recipient of voice info hears it ! ✓ identify responders absolutely !
Time-stamped reports of activities and exchanges, replayed with full-vox detail	✓ preserve the forensic record of interaction <i>for ever</i> ! ✓ extract activity summaries and metrics by client, professional, or department !
Open, industrial-strength database  <i>Since 1980</i>	✓ get robust, high-volume performance you can count on, reinforced by an architecture that ensures mission-critical resilience ! ✓ interface to Mandexin, or 3 rd Party, applications: <ul style="list-style-type: none"> • critical service & task coordination • appointment scheduling • *.CSV export tools, HL7