

A Hand Book on
Call4Health

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HEALTH CARE INDUSTRY

When someone you love is severely unwell, you face one of the most difficult and delicate situations in life. You would love to be beside them to take care and make them feel secure and safe, but at the same time, you can't let your work routine come to a standstill, as that can cause major financial havoc. At such times, hospital call centers can be extremely helpful. Wherever you are, you can call to find out about the patient's well being. Of late, medial services such as **medical call center** and medical response answering service have become extremely popular due to the fast and accurate solutions they provide.

Many websites these days, cater to various health care services, which include health and safety call centers, family health call centers, **hospital call centers** and medical answering services. It becomes easy to find out information about the patient on the phone, from anywhere. Additionally some of them have medical answering services such as physician answering services and doctor answering service, which helps the doctors and patients to interact without a physical visit. You can also discuss symptoms and treatment.

Although there are many companies that cater to medical call center services, there are hardly any that come close to the high standards as provided by Call4Health. Hospital call centers at Call4Health are attended with utmost concern, compassion and efficiency, every hour of the day, every day of the year. Unlike health call centers, where the executives use a business-like tone, there is a humane angle at Call4health that can make you feel relaxed in tense moments. National and local family health call centers, medical call center, hospital call centers and **medical answering services** make life easier for both patients and anxious relatives. Patients are assisted in scheduling and keeping appointments and clients are given information on the necessity of office visits, billing inquiries, test results, and scheduled appointments.

Call4Health is a leading home and medical health care provider with health and safety call centers for various medical establishments and home care. Apart from health call centers,



you can also find information on the Internet and with the messaging services. With valuable experience in medical call center services, Call4Health provides you high quality, accurate and timely care. Call center executives are always at your service and are competent and empathetic. **Health and safety call centers** is a technological advancement that can now give you a sigh of relief. While your loved ones are in the able care of the medical staff, you can be with them too – by being in touch with the call center and learning about their every development!



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MEDICAL OUTSOURCING SERVICES ARE GOING GLOBAL

The outsourcing of medical services enables patients to get the best medical attention from specialized doctors. State and federal legislations ensure that the doctors providing these medical outsourcing services have been properly trained and licensed. Without proper documentation and permission, the doctors are not allowed to render **medical outsourcing services**. This has been touted as the most promising yet contentious area of outsourcing. The services that can be outsourced could be anything from keying in transcriptions of the treatment records into structured documents to physically sending the patients to another country for treatment.

Medical services have been outsourced due to the shortage of specialists who can do the job in the country. Medical outsourcing services are enthusiastically welcomed, with some of it being done in India and elsewhere because it saves them from long hours of work.

India is particularly favoured for such medical outsourcing services because of the time zone differences. Other countries providing such services are Australia, Switzerland, Israel and Brazil. These countries are also equipped with the latest technology, which allows radiologists to read images from far-flung places. Remote medical services like radiology and clinical services are also being outsourced. **Clinical services** include oncology, orthopaedic services, molecular imaging and disease management. Outsourcing radiology not only involves substantial cost savings, but also ensures timely diagnosis and treatment for patients. The saving of time is a critical factor and outsourcing medical services leads to reduced workload pressure on radiologists, faster turn around time for patients, and cost savings.

India is fast becoming the main hub to outsource medical services. Not only does India have talented pool of medical professionals but also the latest medical technologies and techniques. Outsourcing teleradiology to India gives access to innovative solutions, which have helped improve an unwieldy clinical process. Competent and trained professionals,



time zone advantages and in-built quality advantages are some of the advantages of outsourcing medical services. Other services include using the service of radiologists at a remote but competitive country to interpret scan images such as CT or MRI. Blood and urine samples of patients are also now sent to India for pathology tests to cut cost. The labs conduct the test and the results that are uploaded back. Another growing area of outsourcing is bioinformatics and biotechnology. The outsourcing of medical services also ranges from data analysis to basic research.



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MEDICAL ANSWERING SERVICES

Technology, in the modern days has brought many valuable tools into the medical world. Apart from advanced medical systems, technology has also enhanced the efficiency of medical services. Internet, phone and messaging services have made it easy for patients, their relatives and also for health care service providers. Although there are many players in the market who provide these services, Call4Health is a class apart, when it comes to providing technologically advanced medical services. Unlike the others, Call4Health provides you the perfect combination of technologically advanced medical services and **home health care services**, compassionate approach. And that makes a world of difference, especially in the medical services field.

Medical answering services at Call4Health include physician answering service, doctor answering service, doctor on call service and emergency call centers. Unlike many virtual call centers firms & emergency call centers are attended with utmost concern at Call4Health. Patients are assisted in scheduling and keeping appointments and clients are given information on the necessity of office visits, billing inquiries, test results and appointments. Medical answering services such as **physician answering service**, doctor on call and doctor answering service are services that are of invaluable help and assistance. Through electronic communication tools doctors and patients can discuss symptoms and treatment.

Infrastructure, integration and security – rest assured that Call4Health provide you the best **consulting health care services**. Our integrated systems link to existing electronic medical record and practice management systems without additional hardware, software, and networking set-up. We provide online messaging, patient demographics, and medical records all in one place, to organize the information for easier response. You can also rest assured of the security of information. Our online security mechanisms include encryption software that makes it difficult for intercepted messages to be read by unauthorized persons.



Innovative and cost effective solutions from Call4Health are sure to add value to your organization. National and local family health call centers, **medical answering services** and consulting health care services from Call4Health make life easier for both patients and clients. Our call center executives are always at your service and are competent and empathetic. At Call4health, credit card orders are also available for clients who are interested in selling their products and services as well as for patients who wish to schedule an appointment.



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HEALTH CARE ANSWERING SERVICES

Imagine a situation in which your loved one is extremely unwell and at the same time you have very busy work schedule which cannot be missed. It's surely a difficult choice to make. You do not want to leave alone your loved one in such a situation and at the same time you cannot let go your work. In such difficult situations that **family health call centers** prove to be extremely helpful. You can find about the patients latest reports and progress by calling on the medical response answering services. This has become extremely popular as they provide fast and accurate solutions.

The health care answering services are hired by various health care providers to better serve their patients and streamline their access to health care. These are the result of the technological advancement that eases a lot of the difficulties of the patients and their relatives. They provide services like home care telemedicine, home health care services and **emergency medical service**.

The health care answering services provides value to their clients by serving their callers through a compassionate and accurate answering system while relaying all messages faster, simpler, and with added-value, through outstanding customer service at competitive prices. With the increasing competition in the health industry and increasing awareness amongst people to be health conscious have made these **health care answering services** quite popular.

Call4health provides these basic services in addition to other services like providing online messaging, patient demographics, and medical records all into one place which eases the clients work. It handles every call with lot of compassion and care. They understand that the patient is their focus and providing them with the best medical assistance their top priority.

Here, the medical representatives understands the traumas faced in times of crisis, the patients' difficulties in coping with treatment as well as the emotional and financial strain that often accompany a medical situation. This makes them empathetic towards all calls. It provides real solutions consistent with the needs of both client and patient.



TELEPHONE ANSWERING SERVICES

The medical and health care industry is growing very fast, which requires constant updated services too. Nowadays, **phone answering services** have been diversified and are very much involved in medical response answering service. Medical answering services take calls on behalf of the clients and deliver their messages. Call4health.com is a phone answering service that provides complete professional medical response answering service that ensures prompt medical assistance to the patients even if they are remotely located.

Generally medical professionals need to attend various patients, attend meetings and seminars, so it becomes difficult to attend every call. At that time medical service providers perform this job.

In the medical department timely delivery of accurate message is very important, as it is crucial for a patient. A doctor cannot receive all the calls due to various constraints, but those calls are important enough to be attended. To deal with all the emergency situations there are **health care answering services**. As time should never be a restraint in the medical field so these services are provided 24/7. The medical service providers hire health care representatives who are professional in their work and also add a personal touch while dealing with the patients. These representatives keep themselves completely aware of the various technologies in the medical field and are also conscious of the management skills.

Call4health.com is also playing a major role in the area of medical service providers. Many clients need to outsource their calls in the healthcare sector. Call4health provides medical outsourcing services also. The area of services offered by call4health is very vast. It ranges from fixing online appointments, giving **medicare services** and to message management solutions. The benefits of these services are numerous. Telemedicine is of extreme help when a patient and the doctor cannot coordinate with each other due to distance. Online and phone services reduce these gaps and provide solutions to the patient as well as the doctor.



Many healthcare professionals are taking benefit of this service. They also provide **home care telemedicine**, which provides medical information even when there is distance. They provide solutions by answering all your calls with relevant information.



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PHYSICIAN REFERRAL SERVICE

Physician referral service is a new concept that highlights the marvel of technological development in medical sector. Medical call centers are a bridge between the doctor and the patient. A connecting link that makes sure that the right information reaches the right audience who urgently needs to use it. The system provides immediate assistance to the hassled patient.

These emergency call centers are the latest facilities hospitals are using to handle their after hours physician calls. A number of physicians, pharmacists and other health care facilities are also opting for these very useful medical call centers. The medical service providers have a multiple advantage as this **turnkey physician referral system** takes care of their after hours referral calls, scheduling appointments and even fielding emergency calls.

Medical call center outsourcing is a boon for the patients as they are a platform that takes away the harassment factor away in state of emergency. The patient can select a physician on the basis of ZIP code or distance or even AMA medical specialization etc. The call center executives are equipped with the relevant data to answer the queries of the patient regarding the physicians. This **re-usable** service gives the patient a compassionate hearing and delivers accurate information according to the requirement.

Physician referral service gives the user; the medical service provider and the patient a platform to interact acting as a mediator both benefiting from the association. These medical call centers are a welcome relief to the medical service providers as they reduce their workload considerably. The medical facilities can thus concentrate on their specialized services more. These Emergency call centers provide the support they require to carry out their routine work.

The call centers have a database of physicians which are pooled according to their location, their specializations and degrees along with numerous other relevant factors. The centers give names of a few physicians that fit the patient's requests. A policy of rotation is carried out so as to give all the referrals a fair chance.



Medical call center outsourcing is a long term phenomenon and is here to stay. The system is a specialized system that serves the medical sector. It tells us how prudent use of our technology, resources and their proper implementation provides us with customized solutions to varied needs. Physician referral service is also one such concept that is a welcome relief to the service provider and the service receiver.



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DOCTOR ON CALL

Worldwide, people living in rural and remote areas struggle to access timely, quality specialty medical care. Residents of these areas often have substandard access to specialty health care, primarily because specialist physicians are more likely to be located in areas of concentrated population. Communication for healthcare services via call system offers many advantages. This interactive consultation is typically from an urban-to-rural location. It means that the patient does not have to travel to an urban area to see a specialist. This facility allows access to specialty care to underserved rural and urban populations when none was previously available. Because of availability of **doctor on call**, geographical isolation is no longer an insurmountable obstacle to the basic needs of timely and quality medical care. Telecommunication plays a vital role in rural health care. This is mainly due to sparse population density coupled with the fact that there are few major centres of advanced care in these rural areas.

Doctor on a call system is more than just answering health questions. They also assess a patient's health concerns without the advantage of visual inspection or face-to-face interaction. They rely on their communication skills, knowledge of disease processes, and normal growth and development for all age groups in order to ascertain an accurate understanding of the described symptoms. The doctor on call can also provide services such as preventive medicine, education on how to stay healthy and to maximize the resources of the tertiary care facilities. Impeccable listening skills to notice the non-verbal clues the client is giving regarding pain, anxiety, fear, and level of comprehension are an equally important trait in their diagnosis.

Innovations in telecommunications technology have overcome these geographical barriers between the patient and doctor. This separation could be as small as across town, across a state, or even across the world. The term '**telemedicine**' appropriately describes this direct provision of clinical care via telecommunications--diagnosing, treating or following up with a patient at a distance. Health aides at the various locations and for practically any medical problem including emergency care can use it effectively. Consultation through



a call system to a specialist can alleviate prohibitive travel and associated costs for patients. It also opens up new possibilities for continuing education or training for isolated or rural health practitioners, who may not be able to leave a rural practice to take part in professional meetings or educational opportunities. Use of doctor on call facility also cut costs of medical care for those in rural areas.

Almost all specialties of medicine have been found to be conducive to this kind of consultation including psychiatry, internal medicine, rehabilitation, cardiology, paediatrics, obstetrics and gynaecology and neurology.



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OUTSOURCE CALL CENTRE

“Just a phone call away”, you have heard people saying this quite frequently. With the development of the BPO’s and the call centre industry, all the information related to any of your queries is now just a phone call away. Today we have in-house call centre in most of the multi national corporations. We also have companies that outsource it to the leading BPO’s in order to reach to the masses. This enables the users to use the services round the clock.

The **outsource call centre** in health is a recent phenomena. These are the call centre that focuses on providing medical and health care facilities. These are hired by the leading health care service providers in order to increase their business and provide the best customer care facilities. There are expert call centers for medical practices, health care, hospitals, medical equipment companies, pharmacies, physical therapists, physicians among others.

The outsourced health call centre serves as an intermediary in between the client (health care provider) and the patients. It is the voice of the clients before during and after their scheduled office hours. This makes them available for their customers for 24*7*365. It takes care of all the emergency calls, assist patients in scheduling and keeping appointments, answer questions related to all aspects of the clients business. Every call is handled with lot of care and compassion.

The patient care representatives in such **medical call centre** are trained in compliance with the revised Health Insurance Portability and Accountability Act. They are driven by the latest health and home care technology and most innovative customer service procedures. It is ensured that the team is properly trained and delivers 100% satisfactory responses of the patients who call.

Call4health.com is one of the best phone answering service providers. The services that it offers to its clients include answering services and message management, online patient-physician communication, online appointment setting / confirmation, medical and health care equipment (i.e. purchasing or leasing.), patient surveys, and health insurance



services vendors, claims, telemarketing sales and collections among other services.

The patient is number one focus of call4health.com, providing the patient with the best **medical answering service** available is the top priority of the entire health care call centre. These not only provide the best medical and answering services for patients and their families, but they do so with compassion and dignity. Therefore, such health call centre benefits the patients as health consultancy is available to them24/7.



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VIRTUAL CALL CENTERS AND OFFICES

The Internet has brought with it virtual work platforms. It is now possible to have among other things, virtual call centers and offices. A **virtual call center** has geographically dispersed employees working for the same organization. Sometimes they may be in groups in smaller centers and many employees even work from home. Virtual office employees also mostly work from their homes or smaller offices situated near their homes. This kind of arrangement offers them flexibility and saves them the time they would have otherwise spent for commutation. It has also been seen that employee retention rates in such companies is far more than that of the traditional workplace.

Many **virtual call center firms** offers medical management services such as home care telemedicine, home health care services and emergency medical services. With family care health services, it becomes easy to find out information about the patient, from anywhere. Additionally, some of them have telemedicine answering services such as doctor on call and physician answering services that enables the doctors and patients to interact virtually and discuss symptoms and treatment. Patients are assisted in scheduling and keeping appointments and clients are given information on the necessity of office visits, billing inquiries, test results, and scheduled appointments. With these technologically advanced home care telemedicine services, taking tender care of your sick loved ones can be as satisfying an experience as your physical presence near them.

Although there are many virtual call center firms providing **home care telemedicine** services, the standard and quality of services at Call4Health is a class apart. Call4Health is a leading telemedicine services provider with virtual call center for various medical management services. Virtual call center at Call4Health is attended with utmost concern, compassion and efficiency, every hour of the day, every day of the year. Unlike other virtual call center firms, where the executives use a business-like tone, at Call4Center, there is a humane angle that can make you feel relaxed in tense moments.

National and local medical call centers and **medical answering services** make it easier for both patients and relatives to cope up with the intricate situation. Apart from call centers,



you can also find information on the Internet and with the messaging services.

Call4Health provides you online patient demographics and medical records in easy to read formats, so that you can check the progress of a patient anytime, anywhere. Encryption software provides security of information and makes it difficult for unauthorized person to access it. With technologically advanced features and a compassionate outlook, Call4Health has found a place in people's hearts. Telemedicine services offered by any other company just cannot match up with that of Call4Health!



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