



Call Center Console



Provide Meaningful Patient Experiences

Telmediq's cloud-based call center software empowers operators with real-time communication with all care team members. Telmediq is the #1 KLAS rated vendor for secure communication platforms and offers a call center console with reliable two-way secure messaging, a unified directory and unified view of care team members' schedules. Telmediq is HIPAA compliant and built specifically for secure communications within healthcare.

Manage High Call Volumes

Rapid access to a unified directory provides an easy way to find and connect with the right care team member. Operators can see call queues, parked calls and messages from the care team in one easy interface to improve the types and number of calls an operator can facilitate.

Two-Way Communication with the Care Team

Seamless two-way texting and voice that is integrated with the EMR reduces miscommunication and improves clinician efficiency. Messages include sent, received and



“ It is very easy to communicate with the care team using Telmediq. It is simple for us to use. We have an entire contact center with many agents, and they are all plugged in to the port. Telmediq's product is a very quick way for them to use the enterprise system.”

— CIO

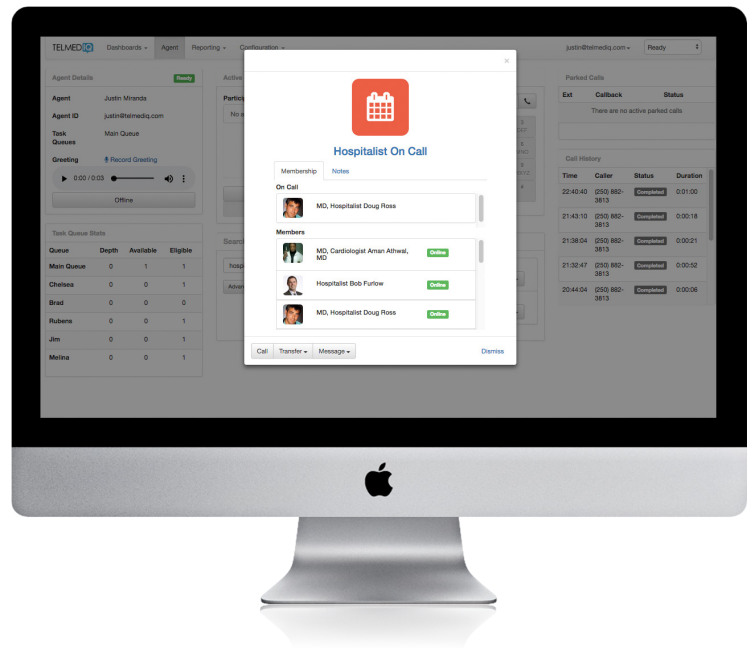
Selected commentary collected about Telmediq by KLAS Dec 2017, visit klasresearch.com for a complete view.



read notifications for operators and reduce the amount of time they spend waiting for responses. Escalations to alternate providers are automated so that the agent does not need to track escalations manually. The operator can view a patient's entire care team from the call console to avoid manual and time consuming lookups.

Improve On-Call Scheduling

Many hospitals have several clinician scheduling platforms at a single location. In addition, many practices still use manual emails, faxes and spreadsheets to track provider schedules. This often contributes to misdirected calls and messages and confusion for hospital operators. Unifying schedules allows operators to easily see who is on shift or who is on call without referencing paper schedules or logging into multiple solutions. An operator can message call groups like the "Cardiologist on call," or outpatient facilities like the "Charge Nurse at Bronkton ASC" without manual lookups.



Call Automation

Interactive menu prompts allow callers to select who they would like to connect with, reducing their wait time. Telmediq's platform integrates with pagers, messaging, the directory and on-call schedules to ensure calls are accurately routed.

Location Independent & Cloud Based

The cloud-based console improves resource management by virtualizing call queues. A virtual call queue allows an operator from any location to take the incoming call and action it accordingly. As a cloud based solution, float agents can join the field calls from distributed sites during unexpectedly high call volume. Agents can also work remotely in the event of network or power disruptions at the main hospital sites.

Clinical Integrations

Telmediq offers hospitals a consolidation or replacement road map, unifying communication into a single platform to remove technology and user silos. The platform integrates with leading EMRs such as Epic, Cerner, Allscripts and Meditech, departmental scheduling platforms and the corporate directory. Integration and consolidation reduces the costs associated with supporting on premise deployments and upgrades, managing multiple vendors and expensive custom integrations. Telmediq also offers clients 24/7 customer support.