



## Remote Phone Assistance

### We've got your back.

Keep the work flowing with our Remote Phone Assistance service.

Our remote staff are trained in administrative support, so you can be sure that we will be there to give you a hand whenever you need it.

#### This service can help you:

- ✓ Receive and handle more calls.
- ✓ Expedite front desk tasks.
- ✓ Resolve patient concerns quickly.
- ✓ Do more with minimal on-site staff.
- ✓ Have lower payroll expenses.
- ✓ Focus on patient treatment.
- ✓ Acquire assistance anytime.

# Leave the calls, voicemails, and transcriptions to us.

## 1 Handle Incoming and Outgoing Calls

Our remote staff assume the role of a front desk assistant to deal with incoming and outgoing phone calls.

## 2 Forward Calls to the Appropriate Staff Member

Our remote staff forward the calls to the assigned personnel that can handle the necessary tasks.

## 3 Address Concerns

To help you focus on your work, our staff see to it that your patients' concerns are resolved in a timely manner.

## 4 Update the Patients

To maintain correspondence, our staff call the patients back and update them about the status of their concerns.

## 5 Provide Assistance on Front Desk Tasks

Our well-trained and competent team can provide you prompt assistance and training on tasks in your EHR.

## 6 Address and Transcribe Voicemails

Our remote staff transcribe all received voicemails. To ensure accuracy, the transcriptions undergo intensive quality control.

## 7 After-Hours Service

Our 24-hour service ensures that your patients' concerns are assessed and resolved even when staff are out of the office.

## 8 Relay Messages From Patients to Providers

Through reminders, we pass on the messages of the patients to their respective providers.

There's more to us than this!



Reminders and Tasks Management



Transcription Service



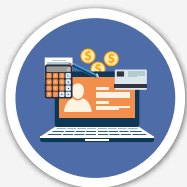
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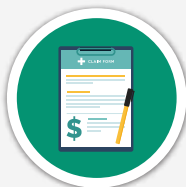
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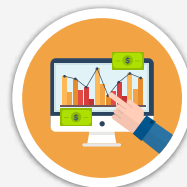
Claims Adjudication



AR Management



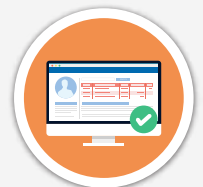
Claims Service



Revenue Reports



Patient Statements



Eligibility Checking