

Patients having trouble getting through?

Early morning call rush?

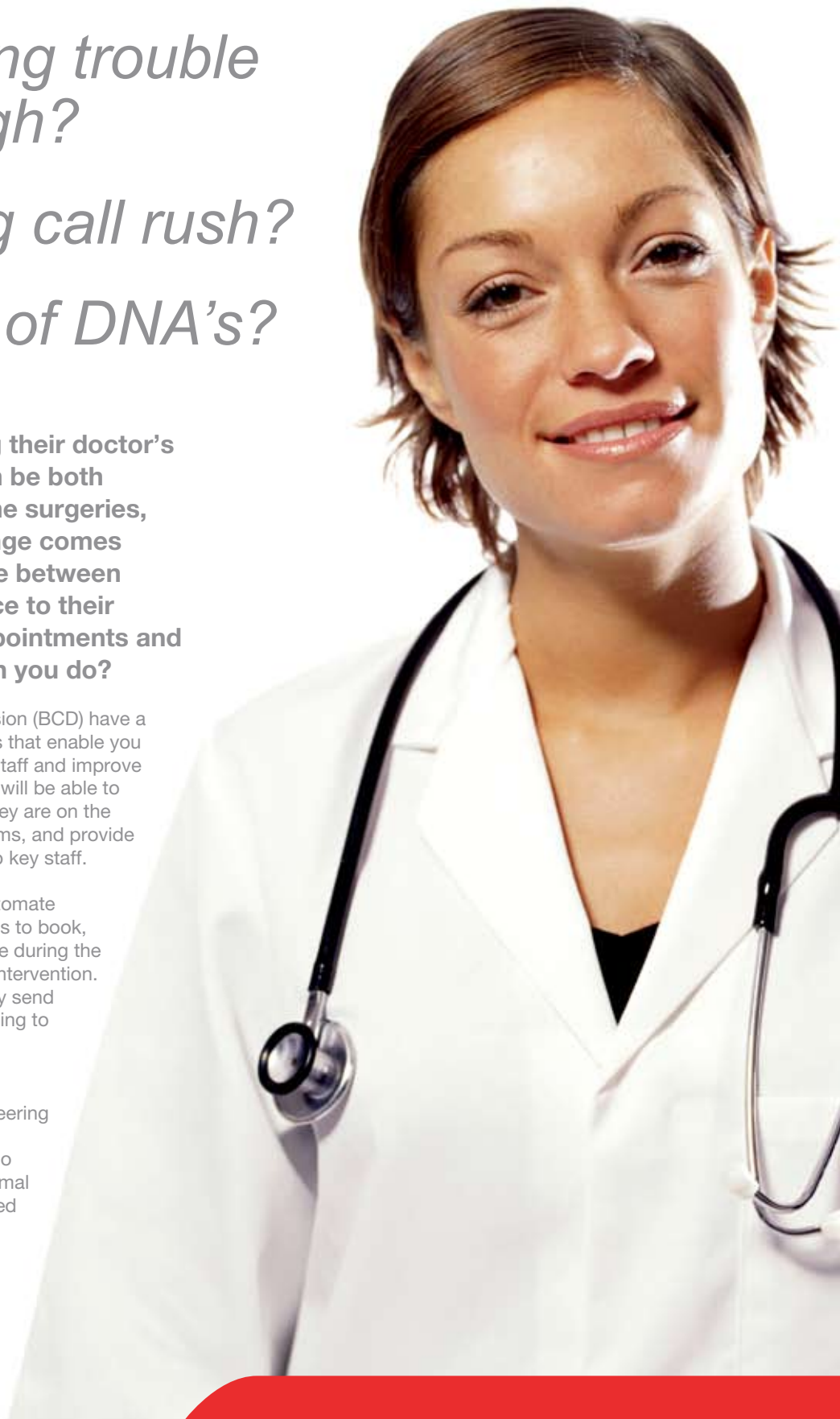
High number of DNA's?

For many patients, contacting their doctor's surgery or medical centre can be both difficult and frustrating. For the surgeries, on the other hand, the challenge comes with finding a suitable balance between providing a satisfactory service to their patients, reducing missed appointments and controlling costs. So what can you do?

Toshiba's Business Communications Division (BCD) have a range of cost-effective telephony solutions that enable you to increase the efficiency of your surgery staff and improve patient handling and communication. You will be able to provide vital information to callers while they are on the phone, increase security in consulting rooms, and provide direct telephone numbers and voicemail to key staff.

With Patient Partner, you can also fully automate appointment booking to allow your patients to book, change or cancel appointments at any time during the day or night, without the need for human intervention. What's more, you will also be able to easily send reminders of the appointment details, helping to reduce DNA's.

We have a range of flexible and practical purchase options available, and our engineering innovations allow you to implement new technology quickly and easily. You can also choose whether patients dial into your normal telephone number, or use an NHS approved 083 number which can help you cover the costs of your telephone solution.



Key benefits

- Patient Partner – a fully automated system to increase efficiency and improve patient handling:
 - Increase call answering efficiency, allowing patients to book, change or cancel appointments at any time, day or night.
 - Patients can manage their appointments without the need for human intervention.
 - Free up receptionist time to focus on those who need help.
 - Send notifications of specific clinics (e.g. flu vaccinations) to your patients.
 - Also send notifications of important check-ups such as blood pressure, or smear tests.
 - Automated patient check-in, freeing up staff to deal with more extensive enquiries.
 - Easily separate calls based on information required, such as repeat prescriptions, test results or cancellations.
 - Clear and effective patient call system.
 - Flexible options for what patients hear while they are waiting, including music on hold, comfort messages or pre-recorded information about the surgery.
 - Easy identification of emergency calls through flashing light and alternate ring tone.
- Flexible configuration of lines means that you can restrict the number of calls that come into the surgery's main number, providing staff with a bypass number.
- Panic button increases the security of staff in consulting rooms.
- Easily or automatically schedule different messages for 'out of hours', including bank holidays, weekends, lunchtimes etc.
- Toshiba engineering innovations for unrivalled reliability and investment protection.
- Flexible call answering through users logging in and out of ringing groups at the touch of a button, to assist at busy times. Users can also be logged in by, for example, the Practice Manager.
- Out of hours can also provide option to 'press one for an emergency', and be transferred across the network to the call centre.
- Ability for individual direct dial numbers or voicemails for certain staff, e.g. Practice Manager.
- Secure voicemail with PIN number allows patients to confidentially leave information for specific doctors.
- Cordless headsets can be fitted to any digital featurephone, providing more flexibility to the user.
- Cost effective solution that allows surgeries to implement a flexible, feature-rich solution.
- Ability to use NHS approved 083 numbers which can help cover the costs of the telephony solution.
- Flexible solution, allowing you to grow the system as the needs of your surgery change.
- Range of flexible, practical purchase options available.



A realistic and attractive solution for all sizes of practice, Toshiba's telephony solutions will enable you to enhance contact with your patients and colleagues, and improve responsiveness at an affordable cost.

For more information on Toshiba's range of communication solutions, please contact:

Toshiba Business Communications Division
Weybridge Business Park
Addlestone Road
Weybridge
Surrey
KT15 2UL
Tel: 0870 238 3780
E-mail: telecoms4surgeries@toshiba.co.uk
Web: www.telecoms.toshiba.co.uk/solutions/health.aspx