

Relieve Staffing Strains and Improve Efficiency with Medical Answering Support



Patient health concerns don't stick to a 9-to-5 schedule. Managing and staffing after-hour calls is a strain on the hospital, leading to employee dissatisfaction and an inconsistent patient experience.

Integrating a medical answering service can not only help your patients receive the high-quality care they expect, but also allows your team to focus on core hospital operations and delivering an optimal patient experience.

Medical answering services provide numerous benefits to your hospital, including:

- 1. Reduced staff burden:** Juggling the many facets of a hospital's operations is stressful and can lead to burnout. Medical answering services relieve the burden of non-emergency calls, appointment management, scheduling, and other administrative tasks, giving vital time back to team members so they can focus on what's most important: providing high-quality patient care.
- 2. Improved patient satisfaction:** Medical answering ensures that patients do not experience long call wait times and are able to speak with a trained professional 24/7. This helps increase patient satisfaction through promptly addressing patient needs.
- 3. Increased efficiency and cost savings:** Medical answering services can help manage patient flow and appointments, ensuring that patients are seen in a timely manner, and that their medical needs are addressed efficiently. Timely and effective care also results in cost savings for the patient and hospital as patients are directed to the most appropriate care for their needs.

- 4. Enhanced employee satisfaction:** Patient needs don't stop when the office is closed. Whether it be after hours, holidays, weekends or all of the above, having a medical answering service available for your patients 24/7, 365 days per year, helps improve patient outcomes and enhance employee satisfaction.

Not all medical answering solutions are created equal. The next step is identifying the right partner that meets your practice and patient needs.

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"Access Point gave our hospital the relief we needed to continue providing exceptional patient care without having to staff call answering 24/7. Their professional, highly trained team enables our practice to focus on patient care and know that our calls are being handled in an efficient and high-quality manner."

– Multistate Health System, Tennessee



- Providing comprehensive reporting and dedicated client managers regardless of company size.
- Guaranteeing secure messaging as well as an on-call portal.
- Recording and monitoring all calls for quality.
- Supplying quick response times to inbound calls and helping to reduce patient wait times.
- Providing proven expertise through number of practices and patients served.

When you select the right medical answering solution, your patients and entire team can feel the immediate benefit.

Partner with the Nation's Leading Call Center Expert: The Access Point Difference

Offering top-rated call center services to health systems, health plans, physician practices, ACOs and healthcare technology firms across the nation, Access Point is the provider of choice for organizations seeking high-quality medical answering relief.

Serving over two million patients annually on behalf of 5,000+ physicians, Access Point efficiently delivers excellent patient experience.

What makes a good partner?

To provide high-quality medical answering services, the right partner should possess key qualities that allow them to deliver exceptional patient and staff support. These qualities include:

- Having healthcare-specific expertise. The highly complex and regulated nature of healthcare requires industry focus to ensure consistent, high-quality patient and hospital outcomes.
- Answering every inbound call according to your hospital's standards and protocols.
- Offering friendly, professional and highly trained agents who hold years of medical experience working at the bedside.
- Operating under complete HIPAA compliance with the addition of data privacy protections.

Ready to relieve the burden of 24/7 call answering while maintaining high-quality patient care?

Connect with Access Point for a no-obligation assessment and to learn how we can seamlessly integrate with your hospital's operations. Visit www.AccessPoint.Health for more information.

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