



Managing Patient Calls with Ease Using a 24/7 Answering Service

Your Presenters



Rebecca Schaad, RemedyConnect Account Manager

Rebecca has been working with Pediatric and Family practices since 2007. She is passionate about helping providers and practices reach their communities with relevant information to support children and families.



Justin Medina, RemedyOnCall Support Manager

After an honorable discharge from the US Army following 9 years of dedicated service, Justin transitioned to the call center industry, where he's excelled for 20+ years with expertise in building call centers from the ground up. As the manager of RemedyOnCall's call center for nearly 4 years, he has achieved an impressive 99.8% uptime, ensuring uninterrupted service 24/7/365. His commitment to exceptional customer experiences is evident in RemedyOnCall's remarkable 97% client retention rate. Justin is passionate about innovation and is focused on developing automated solutions to enhance and expand provider services.

What You'll Learn Today



An answering service is a great way to manage after-hours calls when your practice is closed, but have you thought about all the calls that are missed over lunch breaks or during your busiest times of the day?

- Re-examine who represents your practice on the phone and the best way to manage call volume with the help of a 24/7 answering service.
- Discover how to turn missed calls into revenue opportunities.
- See how a pediatric-specialty answering service can reduce your stress and offer confidence to your families.
- Learn how to reduce your call volume by directing parents and patients to the appropriate resource.

Remedy OnCall Platform Features



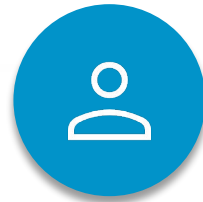
HIPAA-secure Messaging	US-based Live Agents	Integrated Telehealth
Masked Phone Number	Custom Provider Notifications	Custom Messaging & Alerts
Ability to Listen to Calls	Custom Call History	Desktop & Mobile Platform
Easy On-call Rosters	Newborn Rounding Roster	Digital Answering Service Option

Your Practice Voice



Office

Who answers your phones?
You only get one first
impression.



After Hours

Have you called the
practice after hours to
walk through the process?



Triage

Do your nurses take first
call after hours for triage
advice?

Dashboard: Desktop & Secure Mobile App



The desktop dashboard for Pikes Peak Pediatrics. The top left corner features the "REMEDYONCALL" logo and a navigation menu with options: Dashboard, Practice Info, Providers, Office, Call History, Rosters, On Call Override, Alerts, Messaging, TeleHealth, Settings, and Security. The main content area is titled "Dashboard" and "Provider Quick Links". It displays the practice name "Pikes Peak Pediatrics" with a pencil icon for editing. Below this, it shows the current on-call status: "Current On Call : Thursday, Sep, 30 (Mouse, Minnie, MD - 07:00 AM)" and "Next On Call : Thursday, Sep, 30 (Mouse, Minnie, MD - 07:00 AM)", along with the call agent number "720-665-9983". Four large action buttons are present: "Call History" (blue), "Roster" (orange), "On Call Override" (green), and "TeleHealth" (purple). A "Call History" section is visible below, with a search filter set to "past 48 hours" and a table with columns: Ref No., Time, Call Type, Sent To, Sent Via, Caller, Patient, DOB, and Primary.

The secure mobile app interface for Pikes Peak Pediatrics. The top of the screen shows the time "11:10" and signal/battery icons. The practice name "PIKES PEAK PEDIATRICS" is displayed at the top. The main image is a photo of a baby wearing a blue bow and a floral dress. At the bottom, there are four action buttons: "Messages" (blue), "Televisits" (orange), "Televisit History" (green), and "Admin" (purple).

Call History: Desktop & Secure Mobile App View



Pikes Peak Pediatrics
Practice Info / Call History

Call History
Advanced Search >

search- past 7 days

Ref No. ↓	Time	Type	Sent To	Via	Caller	Patient	DOB	Primary	Listen to call
1185334	10/13/2021 11:33 AM	Rx2D	Minnie Mouse	Fax	Drew Baker	Molly Baker	5/3/16	Tomi Tomson	🔊
1185333	10/13/2021 11:31 AM	APT	Minnie Mouse	Fax	Mark Shelton	Mable Shelton	10/1/19	Mallori Beeghly	🔊
1185332	10/13/2021 11:29 AM	HOS	Minnie Mouse	MobileApp	Memorial Central	Luke Saber	9/6/10	Manda Becker	🔊
1185331	10/13/2021 11:26 AM	D2D	Minnie Mouse	MobileApp	David Appleseed	Liv Bell	9/27/21	Dan Marker	🔊
1185330	10/13/2021 11:25 AM	N2D	Minnie Mouse	MobileApp	Mountain Medical Center	Parks	10/13/21	Shelby Kermicle	🔊
1185329	10/13/2021 11:23 AM	P2D	Minnie Mouse	MobileApp	Sue Jones	Huey Duck	5/28/13	Samantha Avila	🔊
1185328	10/13/2021 11:22 AM	P2D	Minnie Mouse	MobileApp	Lisa Explorer	Dora Explorer	5/9/10	Beth Bray	🔊

11:41

My Messages
Pikes Peak Pediatrics

Inbox Archived Forward

Luke Saber Oct 13 - 2021 - 11:30 AM
Frank from Memorial Central, 555-555-5222, RE: Luke Saber, DOB: 09/06/2010 , In Patient, Admin...

Liv Bell Oct 13 - 2021 - 11:27 AM
David Appleseed from Children's Hospital, 555-555-1111, RE: Liv Bell, DOB: 09/27/2021 , La...

Parks Oct 13 - 2021 - 11:25 AM
Stan from Mountain Medical Center, 555-555-1233, MOC: Betty Parks, RE: Parks, DOB...

Huey Duck Oct 13 - 2021 - 11:23 AM
FROM: Sue Jones (MOC), 555-555-1234, RE: Huey Duck, DOB: 05/28/2013 , ankle injury from socce...

Dora Explorer Oct 13 - 2021 - 11:22 AM
FROM: Lisa Explorer (MOC), 3037930703, RE: Dora Explorer, DOB: 05/09/2010 , Fever 102, cough x 4...


Dora Explorer Sep 20 - 2021 - 11:19 AM
FROM: Rebecca Schaad (MOC), 7209395776, RE: Dora Explorer, DOB: 05/09/2010 , Fever 1...

Chelsie Young Aug 24 - 2021 - 10:39 PM
FROM: Deborah (MOC), 760-245-1271, RE: Chelsie Young, DOB: 09/27/2017 , High fever...

Porky Pig Aug 24 - 2021 - 07:27 PM
FROM: Wendy (MOC), 415-777-0211, RE: Porky...

Call History Detail: Desktop & Secure Mobile App View





Patient To Doctor 



Ref #1185329
Sue Jones Called
Regarding Huey Duck
a Patient of Samantha Avila, AGT
description of their symptoms was : ankle injury from soccer practice today
the Callback Number is 555-555-1234
Would you like any more information on the call?

Alternate Callback Number is
the Callers Relationship to Patient is : Mother
Date of Birth is 05-28-13
Patient's Age is 8 years, 5 months
On-Call Physician was Minnie Mouse, MD
Notification Preference was Mobile App
Message came in at 10-13-21 11:23AM
Message last modified at 10-13-21 11:23AM by rebecca
The Message was sent to Minnie Mouse via MobileApp
The call was released at 10-13-21 11:23AM

Comments:

Forward  




This message, along with your comments below, will be forwarded to the provider you choose.


Choose Provider  Default Notification 


Add your message here

One Click
Mask your phone
number while
calling a patient
back.

Start a telehealth
visit.

11:42   

< Dora Explorer Pikes Peak Pediatrics 

 RE: Dora Explorer

Message :

FROM: Rebecca Schaad (MOC), 7209395776,
RE: Dora Explorer, DOB: 05/09/2010 , Fever
102 and cough x 4 days

Ref # : 1178984
11:18 AM - 09/20/2021

[Call Back - Block Your Number](#)

[Call Back - Show Your Number](#)

[Schedule Televisit](#)

[Archive](#) [Forward](#)

On Call Roster



- Easy to Update
- Real Time
- Leave Comments
- Newborn Rounding Roster

Pikes Peak Pediatrics
Practice Info / Rosters / On Call Roster

On Call Roster | Hospital Rounding Roster | Vacation Roster | Extended Newborn Roster

Enter On Call Roster >

Color Legend: Early AHT, Current Date

October 2021

SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28 07:00 AM Minnie Mouse	29 07:00 AM Minnie Mouse	30 07:00 AM Minnie Mouse	1 07:00 AM Minnie Mouse	2 07:00 AM Minnie Mouse
3 07:00 AM Minnie Mouse	4 07:00 AM Donald Duck	5 07:00 AM Minnie Mouse	6 07:00 AM Donald Duck	7 07:00 AM Minnie Mouse	8 07:00 AM Minnie Mouse	9 07:00 AM Donald Duck
10 07:00 AM	11 07:00 AM	12 07:00 AM	13 07:00 AM	14 07:00 AM	15 07:00 AM	16 07:00 AM

Custom Provider Notifications Per Call Type



Notification settings

Back ↩

Call Type:

- Patient To Doctor
- Doctor To Doctor
- Newborns
- Rx Refills
- Answering Service to Doctor
- Hospital Admission
- Appointment

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
15	Call Cell ✕ 12:00 AM - 05:30 AM	Mobile App ✕ 12:00 AM - 12:00 AM	Mobile App ✕ 12:00 AM - 12:00 AM	Mobile App ✕ 12:00 AM - 12:00 AM	Mobile App ✕ 12:00 AM - 12:00 AM	Mobile App ✕ 12:00 AM - 12:00 AM	Mobile App ✕ 12:00 AM - 12:00 AM
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30							
45							
6 AM	Mobile App ✕ 05:30 AM - 08:30 AM						
15							

Custom Messaging Per Call Type

Patient To Doctor
Doctor To Doctor
Newborns
Rx Refills
Answering Service to Doctor
Hospital Admission
Appointment

Patient To Doctor

Save

Use the yes/no slider to indicate the questions a live agent should ask a patient. Select which questions require an answer to finish a call. Lastly, select which information should be included in the message sent to the on call clinician.

The sequence for the information included in the message to the clinician can be set below the list of questions.

Questions	To Be Asked	Is Required	Use In Message
Caller's First Name	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> YES
Caller's Last Name	<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO
Callback Number	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
Alternate Number	<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO
Caller's Relationship to Patient	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
Patient's First Name	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
Patient's Last Name	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
Patient's Date of Birth	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES

- 7 Call Types choices

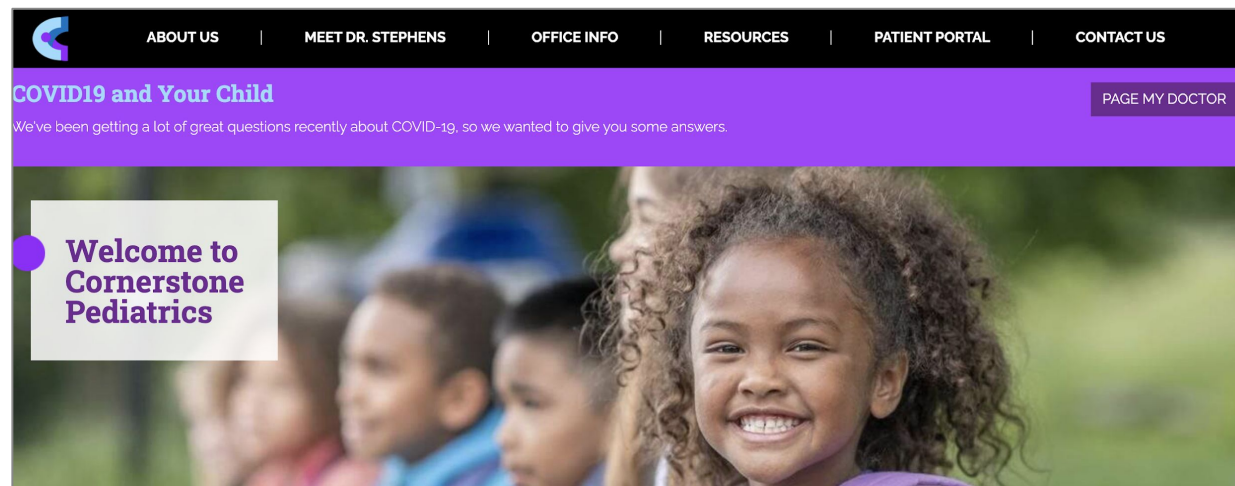
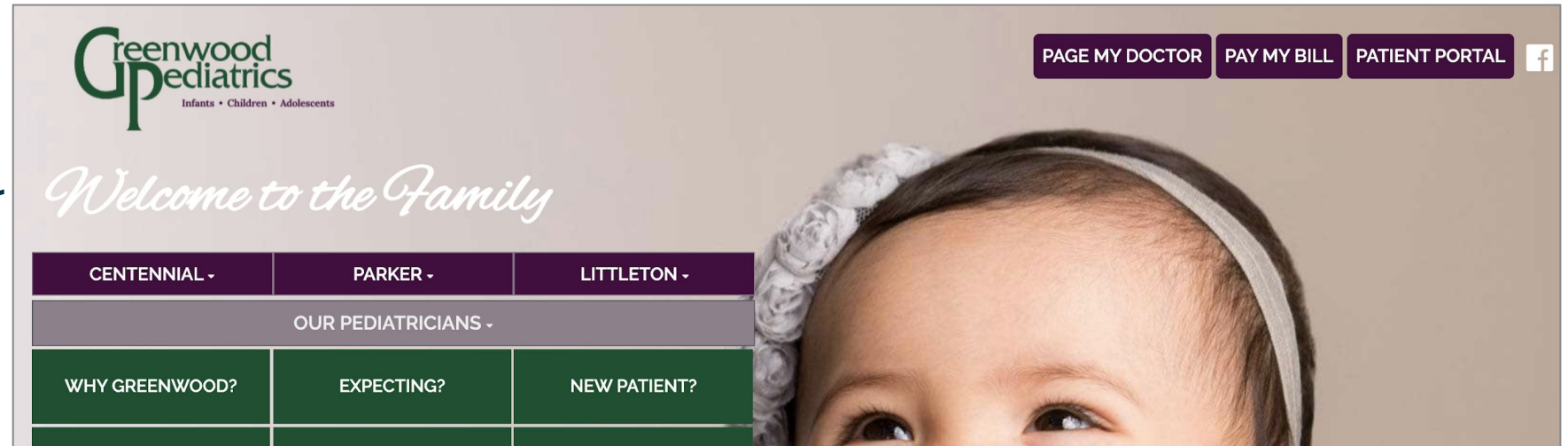
- Decide the questions we ask

- Decide the order answers are sent out

Remedy Messenger



Control when this option is live on your website



Reduces non-urgent call volume

Links & Resources



[Remedy OnCall 24/7 Answering Service Info Sheet](#)

Remedy OnCall 24/7 Answering Service

Never miss another patient call

An answering service is a great way to manage after-hours calls when your practice is closed, but have you thought about all the calls that are missed over lunch breaks or during your busiest times of the day? Inaccessibility can cause a significant amount of frustration for patients, not to mention a potential loss of revenue for your practice.

The good news is, there's an effortless way to manage all those calls. In addition to offering live agents and digital options through a secure, personalized answering service, Remedy OnCall lets you manage client calls with our state-of-the-art paging system and secured messaging feature.

Here's what you get when you partner with us:

- An easy-to-use, fully customizable solution that lets you bill for your services, should an appointment be required
- Instantly launch a billable virtual appointment, when paired with our telehealth service
- A secure messaging app that lets you forward messages to other healthcare providers
- Families can reach a provider or triage nurse directly from your website or mobile app using RemedyConnect's add-on messaging service
- Parents and caregivers get to speak with compassionate, highly trained, US-based representatives who are dedicated to providing exceptional service
- A masked phone number for return calls allows you to maintain your privacy
- Peace of mind, knowing we've handled over 1.2 million patient calls...and counting

Remedy OnCall allows you to be there for your patients – whether you're off the clock or eating a well-deserved lunch. Contact us to find out how we can help you manage your call volume with ease.

[Learn more](#) • [Schedule a Demo](#) | sales@officepracticum.com | 800.218.9916

[Lunch & Learn Series Recordings and Upcoming Schedule](#)

Growing Your Practice with 5-Star Google Reviews	Forget Dr. Google: Offering Trusted Medical Content that Lives on Your Practice Website	How a Custom Website and SEO Make it Easy for Patients to Find Your Practice	Managing Patient Calls with Ease Using a 24/7 Answering Service	Expanding Care Outside Your Practice Walls with Telehealth Services