Let Medical Answering Service Do Your Sundry Jobs by John Austin

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If you are still thinking how important a medical answering service is, consider this. How important is your professional expertise, your voice and your reassurance to your patients?

When you hand over your phones to an efficient medical answering service, the person who answers your calls becomes your virtual face. He speaks your voice, with your compassion and with your expertise.

It is not always possible for you to respond to all your incoming calls. You could be away in a conference, or in the midst of a surgical procedure. At other times, you could be in the middle of a well deserved rest. Think about it. When your patient calls in the middle of the night, it is an emergency. He or she is probably under severe pain and stress. The answering service responds the way you would. The patient is relieved and so is his trust.

You work 12-14 hours a day, but your patients need 24/7 access. Therefore, you need an answering service to take your incoming calls. Your patients look for a live response to their queries. Someone who has empathy, and hopefully someone who can reassure them till you are notified in the morning.

What to look for in a medical answering service?

Since your schedule is hectic, it is virtually impossible for you to get in touch with all those who are trying to call you. A medical answering service solves this problem by acting as a virtual front office assistant to your patients.

The virtual answering service will ease your workload by providing the following services:

â€¢ Inbound customer service calls

â€¢ Help desk services for patients

â€¢ Appointment reminders

â€¢ Scheduling appointments

â€¢ Answering calls, screening, processing and dispatching

You will benefit by:

â€¢ Never missing a call

â€¢ Having live operators answering in your name.

â€¢ Offering customers a variety of message delivery options like cell phones, PDAs, e-mails, fax and voicemails.

â€¢ Having experienced staff that is well-trained in fields such as communication and interacting in a medical environment.

â€¢ Having operators who have undergone Health Insurance Probability and Accounting Act training.

Your job is to focus on providing the best healthcare to your patients. That is what you are trained for. Leave the task of answering incoming calls, scheduling appointments and dispatching messages to an efficient medical answering service. You can rest assured that your medical practice will flourish.

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John Austin - About Author:
The Doctors Answer is a leader in providing exclusive a medical answering service and a virtual answering service. Its goal is to provide clients with result oriented, tailor-made solutions that are responsive, compassionate and efficient 24/7.

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