Medical Answering Services-Keeping Patients and Doctors Connected

by John Austin

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For offering round-the-clock service to your patients, you can rely on medical answering services. Medical answering services help you stay connected to your patients at all times of the day or night. An answering service company is what your office needs when you want to be more organized and manage time proficiently. Medical answering services are equipped with advanced technologies and state-of-the-art equipments to distinguish between calls deserving immediate attention and regular calls.

Why you need medical answering services

â€¢ Patients, when faced with an emergency, would hate to be kept waiting for the doctorâ€™s response. In such situations, the patient may even be forced to contact some other medical practitioner to address his problem.

â€¢ There are some patient calls requesting for appointment changes or clarifications of prescriptions. These can be answered by medical answering services according to the degree of urgency. The automated system usually categorizes them, sending messages and emails to the callers accordingly. This way precious time is not spent attending to these routine phone calls from patients; only those demanding urgent attention are forwarded to the necessary medical personnel.

â€¢ Since the automated system records and stores patient calls, this serves as a very valuable resource for the doctors who may need to use this data for future references in treating the patient.

â€¢ With medical answering services, there is absolutely no room for errors in communicating patient information. All patient calls are recorded, and not hand typed by receptionists taking calls. This way the messages get recorded according to HIPAA-set guidelines. The doctor gets the accurate information and ample time to recommend or dispense a medical advice.

â€¢ Medical answering services are very cost-effective. For a nominal charge, you can avail of these professional local services. It is far more affordable than having to maintain a full-fledged receptionist staff to take calls day and night. Hiring a staff may drain your budget significantly whereas an automated medical answering service can do the same work better and at a lesser cost.

Importance of medical answering services

With medical answering services, patients can schedule their appointments anytime, whenever convenient. The best part is that in emergencies, they can get in touch with their preferred doctors immediately. When there is no one to attend to them, the patients may feel totally helpless and frustrated. For other services like prescription clarifications or scheduling routine appointments, doctors can rely on an answering service company to pass on relevant messages and email alerts to their patients. The medical answering services understand the particular needs of their clients and know how to value each patient call.

Guarantee

The biggest advantage in hiring these medical answering services is that they come with guarantees. This means you are not obligated to continue your contract with such an answering service company if you are dissatisfied with their performance. The services can be cancelled anytime and there are no legal issues.

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