Article Side

Reasons to Hire a Physician Answering Service by John Austin

Article published on April 13th 2012 | Business

A physician answering service can help you provide 24- hour support to your patients at nominal costs. Most medical practitioners make the mistake of not attaching much importance to the quality of their office support services. This may lead to patient discontent and an inability for the office to attend to patient calls at all times. However, when you hire a professional answering service company, you can be rest assured your patients will be attended to no matter what time of day or night it is.

When patient calls go unattended, especially in times of an emergency, chances are that the patient will seek medical help from some other doctor. To prevent this from happening, physician answering services have become popular because they ensure that patients are not left waiting for urgent medical attention. There are many reasons why automated physician answering services are preferred to the conventional ones:

â€¢ This is a far more cost-effective alternative to hiring a full-time team of receptionists for different shifts. Those working during odd hours are likely to receive greater salaries, thus draining your finances.

â€¢ Automated services use state-of-the-art equipment for storing and delivering messages in compliance with HIPAA rules.

â€¢ They have the power to sort the different calls coming in throughout the day depending on the degree of urgency. Therefore, while the routine calls for prescription clarifications and appointment changes are shelved for later execution, those calls needing immediate attention are forwarded to the suitable medical practitioners without delay.

â€¢ Patients are greeted with prerecorded messages, and they can leave their own details, which reduces any chance of miscommunication.

When patients call into these physician answering services, they can be met with a variety of options. They need to select from these available options. This allows the answering system to categorize their calls and then transfer them according to their urgency.

In cases of emergencies, the answering service company will ensure that your message gets sent to the required on-call doctor through e-mails or text messages. The physician answering service mainly has doctors as its clients and employs staff with the expertise to deal with all types of calls. The staff realizes the value of each call made to the company and knows how to treat the clients with respect and compassion. They are also aware that the needs of different offices are different; therefore, physician answering services have the power to render customized services. They can take down accurate messages from patients and page the right doctor without wasting precious time. Moreover, with these professional services, you are not required to enter into any legal contracts; you can discontinue their services whenever you feel that results have been unsatisfactory.

Article Source:
http://www.articleside.com/business-articles/reasons-to-hire-a-physician-answering-service.htm -

John Austin - About Author:
A a physician answering service can help you provide 24- hour support to your patients at nominal costs. Hire a professional a answering service company today.

Article Keywords:
physician answering service, answering service company, answering service

You can find more free articles on Article Side. Sign up today and share your knowledge to the community! It is completely FREE!