Article published on January 16th 2012 | Business

A medical answering service can add a whole new dimension to the way a physician deals with patients. A telephone answer service on its own can be important to any business as it gives consumers the freedom to ask questions or schedule appointments at their convenience. Instead of being restricted by your office hours, they can get what they need when they need it. A competent business that employs a competent telephone answer service can experience consumer loyalty that extends well beyond office limitations. A physicians answering service is no less important, but it does require some extras when compared to ordinary business telephone answer services.

Call the Doctor

To understand why a medical answering service needs to be different, we need to take a good look at how patients view their physician. Many people are very satisfied with their family physicians, so much so that they stick with them for years. For many people, the reason for this loyalty lies in the fact that their physician is always â€œon-callâ€• for them. If there is an emergency in the middle of the night, they know that they can call their doctor and they will get a helpful response. Nobody likes calling their physician during an emergency and getting the answering machine! It can make a world of difference if that emergency call gets the response it needs and the patient gets help quickly.

This is precisely where the right kind of telephone answer service comes in. It is, of course, physically impossible for a physician to be on call 24Ã—7. But it is completely possible to have a competent team in place to answer patientsâ€™ questions for you. Think of this team as a receptionist. They will be able to handle questions on your behalf, schedule appointments, schedule call-backs, and even handle emergency dispatches. The right kind of service will also know when to contact you directly in case of an emergency.

Training and Support

Choosing the right kind of answering service for your patients requires some work on your part as well. Itâ€™s important to be clear about what kind of services you require. Itâ€™s also important to work w a company that trains its staff in the best possible manner. Remember that this service will be a reflection of how you care for your patients. If your telephone answer service doesnâ€™t work effectively, your patients may simply look for another physician who can cater to their needs. Make sure that the company you work with takes the time to train their staff to service calls in a way that is efficient and reliable. The better the telephone service staff are, the better they will handle your calls.

Article Source:
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Choosing a a medical answering service is slightly different from choosing other kinds of telephone answer services. A a physicians answering service should be able to handle patient questions and emergency dispatches if necessary.

Article Keywords:
medical answering service, physicians answering service, telephone answer service

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