



The Missing Link in Healthcare Communications

Access Answering Service Data Using miTeamWeb Without Human Interaction

Healthcare practitioners and medical facilities need medical answering services and healthcare call centers to hold costs down while ensuring 24/7 availability. It's a given.

The next challenge is optimizing communication between healthcare providers and their answering services. The next-generation solution is now available. The powerful PC and mobile app: miTeamWeb. It's a technology solution for healthcare communications. At last, miTeamWeb is the tool you've longed for.

Don't Make Doctors Talk to the Answering Service; Use miTeamWeb Instead

Why Doctors Love miTeamWeb

- Easy to use
- Accessible from any smart phone or PC
- Manage messages with ease and power: view, reply, and share
- Full access to on-call schedules: view, edit, or create
- Control how and when you're contacted
- Do not disturb option, complete with canned responses

Packed with Power

- User controllable
- Add notes to records
- Securely push info (PHI) to other healthcare practitioners
- Broadcast messages and codes
- Manage codes
- Control consults, with preset consult times

Benefits

- Save money
- Reduce errors
- Add convenience
- Shave one to two minutes per call

Answering Service/Call Center Support for miTeamWeb

The miTeamWeb app doesn't replace your answering service, it empowers it. Your answering service will continue to provide live, 24/7 service to your patients and callers. But once the caller hangs up, miTeamWeb kicks into action, getting the right information to the right person, fast and accurate.



This empowers doctors and healthcare professionals to move quickly to patient care, but it's not all on their shoulders. The answering service can track what's happening, watching for delays or dropped calls, which happens to even the best providers. If this occurs, the answering service jumps in to help move things forward.

- Monitor response times for dropped calls
- Facilitate calls that meet response time threshold
- Escalate calls when needed
- Access transactions and assist as appropriate
- View call history for possible intervention

Use Technology (Not People) to Solve Healthcare Communication Problems

The miTeamWeb app is a technological communication solution—monitored by real people—to provide primary access to answering service information. It literally puts actionable data in the hands of your healthcare staff.

Popular Modules

- Patient roster and hospital census, with privacy list: an accurate, always up-to-date record
- Call recording: listen to and replay recent calls
- Bulletin boards: share information and facilitate enterprise-wide communication
- Call log: view recent call and play recordings
- Communication reports and statistics: view and print essential data

Customizable Solutions

- Configure home screen for users to see most important information first
- Set up user safe guards
- Create custom widgets to give users additional tools
- Programming support and expertise available from the Call Center Sales Pro tech team

The Tech Stuff

- Open system
- HIPAA compliant
- HL7 interface to EMR, both in and out
- Usable on any smart device or PC via a secure internet connection
- All transactions documented, with a complete history log

Let Call Center Sales Pro help you implement miTeamWeb in your clinic or facility.