



On Call Central Quote and Information

At A Glance

Overview

- Transparent per-provider pricing with no long term contract
- Fully automated, no human error
- Millions of patient calls handled annually
- HIPAA compliant
- Easily handles complex call schedules
- 15+ Year Industry Leader handling medical answering for doctors

Pricing

- \$150 every 4-weeks, includes your first provider. \$75/billing cycle for each additional provider
- One time \$75/provider setup fee covers database setup, audio recordings and provider training

Benefits

- Simple pricing
- Fully automated, eliminates operator error and improves response times
- Automated transcribed preview of message contents
- Enhanced privacy for patients and providers
- Mobile app and web portal
- Secure inter-office chat available

Getting Started

- Two weeks free for new customers. Get started by clicking [here](#).

Overview

On Call Central is an affordable, fully automated replacement for your medical answering service. Like a traditional answering service, we provide you a phone number to which you forward your practice's phone calls after hours, during lunch, or at any time you need to use our service. Based on the day of week and time of day, On Call Central will play a voice menu that you have configured for your practice. Our software will help filter non-urgent calls (e.g. appointments, billing, medication refills) and route them to the appropriate resource in your office without interrupting the provider on call. For urgent matters, we will first collect a call back number and message from the caller, look-up which provider you have specified as being on call, then notify providers according to their contact preferences.

Providers simply listen to the message left for them, then return the call with a single button press. Since all return calls are routed through On Call Central, we mask the provider's caller ID, and replace it with that of your medical practice. Additionally, we maintain comprehensive logs, and even maintain permanent recordings of call patient-provider interactions.

On Call Central is trusted by medical practices throughout the United States, and handles millions of patient phone calls annually. We have no long term contracts, and you can cancel at any time.

Pricing

On Call Central is billed on a flat per-provider basis every four weeks (28-day billing cycle) with no per-minute or per-call charges. The base price for On Call Central service is \$150 per billing cycle, and includes one provider; additional providers can be added at a rate of \$75 per billing cycle. The only other charge is a one time \$75 per provider setup fee, which covers database configuration, audio prompt recordings, and provider training. We require no long term contracts, and you can cancel at any time.

Benefits

Since On Call Central is not dependent on live operators, our service offers the following benefits:

- Predictable, flat rate pricing with no surprises
- Immediate pick-up, with no wait times for patients or providers
- Eliminate operator error
- Protect provider contact information by masking caller ID on all provider return calls
- HIPAA-compliant. PHI encrypted in transit and at rest
- Comprehensive documentation, including access to audio recordings of all patient/provider phone calls through your On Call Central web portal
- Simple call schedule management, including a simple drag and drop interface
- Non-urgent messages directed to appropriate administrative or support personnel
- 24/7/365 support for urgent issues

Getting Started

To get started with On Call Central, sign-up [here](#), or call 1-855-5-ON-CALL to start your 14-day trial.



Case Study: Alaska Women's Health

Practice Eliminates 75% of Non-Urgent Overnight Calls

Just because Alaska Women's Health, PC is one of the oldest OB/GYN practice groups in Anchorage, doesn't mean the group does not know how to change with the times. The practice, which specializes in obstetrics, gynecology, urogynecology and infertility, realized the benefits of using an electronic health record to expedite and improve patient care. Alaska Women's Health is in the midst of implementing the Greenway EMR into their practice. While moving to an EMR hasn't always been easy for the group, the move is slowly paying off.

In their move to reduce paperwork and improve efficiency, Alaska Women's Health realized that they needed to improve the way they managed overnight calls. Administrative Director Cindy Alkire, RN, began looking for alternatives to the practice's live answering service.

Problem

Being one of the largest OB/GYN practice groups in the state allows physicians and midwives of Alaska Women's Health to touch countless lives of Alaskan women, but it also poses a logistic challenge for providers. Obstetrics and related clinical areas are round the clock professions, which means that physicians must be available at all hours. Unfortunately, the live answering services that Alaska Women's Health used, "weren't very good," explains Cindy Alkire, the group's Administrative Director. "They didn't answer the phone routinely. Many times there was a delay in patients getting to the actual physician when they needed it. Sometimes messages didn't get sent to us in a timely manner. There were a lot of issues."

The overarching problem with the live answering service was that there was no gatekeeping at the point of the overnight call. Moreover, calls were slow in reaching

"They have loved it...I would highly recommend you."

-Cindy Alkire, RN, Alaska Women's Health, PC

clinicians and inaccurate when they did arrive. On the other hand, the clinician taking call was constantly bombarded with non-urgent calls. Cindy continues, "one of the reasons that we switched is because the doctors would get a lot of calls that were non-essential calls. They would get prescription refill calls and all sorts of calls that weren't urgent matters, but that has changed immensely since we moved to On Call Central." The live answering service was slowly and steadily funneling all callers directly to the on call physician. Cindy describes the extent of the problem, "the doctors were not getting the answers that they needed...the answering service didn't ask the appropriate questions. It was just easier to call the patients than to convey a message via page to our surgeons, who ended up sitting on the line waiting sometimes as long as 10 or 15 minutes before the answering service could convey the specific message."

Solution

On Call Central is a web-based call management system that tracks, records, and routes patient calls. The new system provided Alaska Women's Health, PC with a secure, HIPAA-compliant, automated answering service that could triage calls better than their existing live answering service. According to Cindy, On Call Central reduced the number of non-urgent calls by 75%. Cindy candidly reports that what "impresses the physicians the most about On Call Central is that they don't get all of those ridiculous phone calls that they used to get."

At A Glance

Overview

- Alaska Women's Health
- Anchorage, Alaska
- Number of Physicians: 7
- Number of Midwives: 3

Problem

- Live answering service was unreliable and did not filter out non-urgent calls

Solution

- On Call Central automated call management system reduced non-urgent and "nuisance" calls by 75%

Results

- Users can define the menu options and call routing logic presented to incoming callers
- Recorded calls reduce the documentation burden inherent in phone consultations
- On call physicians get clear messages, rapidly and not relayed through untrained personnel
- Customer service is superior to other medical technology companies working with Alaska Women's Health
- An intuitive interface allows for rapid adoption and shallow learning curve

Results

While reduced overnight call burden is what most impressed the physicians and staff at Alaska Women's Health, PC, users at the practice cite a number of On Call Central's features that surpassed their expectations.

- **Flexibility.** On Call Central allows users to create a customized phone tree that "triages" a call before a message is recorded. The team at On Call Central implemented a unique strategy to minimize the number of after-hours calls to Alaska Women's Health routed to the on call clinicians.
- **Easier documentation.** While the professionals at Alaska Women's Health always kept records of patient interactions, On Call Central made that record-keeping easier. Ms. Alkire highlights, "the difference is that it was up to the providers to document and now we don't have to worry about that because we can get those reports from On Call Central. It has taken a burden off of them." On Call Central automatically records and stores caller's messages and tracks the response to those calls, providing an entry for the patient's health record and justification for billing purposes.
- **Efficiency.** Ms. Alkire discusses the features that her practice has come to appreciate after using On Call Central, "decreased phone calls, more clarity in what was going on, the rapidness of getting responses and getting things sent to the doctors so that they could deal with it. All of those were the main reasons that we were impressed."
- **Superior customer service.** Cindy Alkire appreciates the attentiveness and response times from On Call Central, "anytime that we have needed to change anything, we have easily been able to call you and get that done. You are all on the spot "