

Louiscomm/Gamma Communications CareConnect with Horizon Contact

Solution description: CareConnect with Horizon Contact is a cloud-based contact centre solution designed to simplify multi-channel customer interaction for health and care organisations with added optional out-of-the-box interoperability with EMIS Web

- CareConnect with Horizon Contact simplifies customer interaction across multiple channels such as voice, email and webchat, making it easier for service users to engage with practices and healthcare settings.
- An easy-to-use self-service feature set with authorised users having full control of the configuration, from call routing to user creation, all managed from a secure but simple and intuitive web portal.
- CareConnect with Horizon Contact provides a reliable and scalable contact centre that can scale easily as the practice grows.
- All practice staff can work collaboratively on the same telephony platform, allowing for the secure sharing of information and calls while delivering exceptional customer service to service users.
- CareConnect with Horizon Contact provides a full complement of management reports, including real-time and historic reports, to ensure that practices can optimise their customer service and improve their operational efficiency.
- Designed to simplify multi-channel customer interaction and compatible with a broad range of handsets and supporting WebRTC.

Key Features:

- Voice, Email and Webchat solution with advanced call features including automatic routing, auto-attendant and interactive voice response, advanced call recording options for inbound, outbound and internal calls, detailed customer messaging, tailorable call flows, call queues with voice messaging and music, callback, and post-call automated survey options.
- Webchat enabled to allow online users to engage with practice staff and email integration to allow email routing for added efficiency.
- A full reporting suite that provides a comprehensive set of statistics and reports.
- Optional integration out-of-the-box with EMIS Web through our CareConnect app. Other clinical systems can also be integrated.

Interoperability:

CareConnect, a Windows app provides integration with clinical patient data platform, EMIS Web. This is designed to improve the user experience of any NHS primary healthcare organisation that are using both Horizon Contact and EMIS to facilitate and automate tasks such as viewing patient information, calling patients using “Click to dial” and accessing patient information when receiving calls. This has been clinically signed off for use in England. Bespoke interoperability with Systm1 can also be provided, based on your requirements.

Louiscomm/Gamma Communications CareConnect with Horizon Contact Information Sheet

Implementation:

- The Louiscomm team consistently strives to accommodate the needs of NHS customers by offering **flexible installation options**. We understand that convenience is essential, which is why we frequently schedule installations outside of regular business hours, including evenings and weekends. **We provide free-of-charge surveys for NHS partners.**
- To ensure a seamless transition and minimal disruption to day-to-day operations, a significant portion of the configuration and setup process is performed by our engineers offsite. This allows for a swift and seamless changeover on the day of installation.
- **Our standard timeline, from the point of accepting a quote to install, is 4 weeks.** However, if circumstances require accelerated installations or the urgent replacement of an old system, we can expedite the process and arrange call diverts before installing the new system in its entirety.
- **We provide free-of-charge training to all NHS partners.** We provide a session pre installation to ensure that the front desk staff are prepared for the change and ongoing training on the system and its features at the practices request with no charge.

Service Level Agreements:

- **Service availability:** We have a service availability SLA of 99.5 percent uptime.
- **Business Hours Support:** We understand the importance of providing excellent support to our practices. Our **standard business hours are from 8 AM to 6 PM**, during which time our customer service and technical support team is readily available.
- **Out-of-hours Support:** We offer **24/7 emergency and out-of-hours support** ensuring that there is always a knowledgeable representative available to assist. With every install we ensure that practice managers have the mobile numbers of our senior engineers. In case of an emergency, practice managers can reach out directly to our senior engineers for immediate assistance. If a remote fix is not possible, our engineers will be on-site the same day.

Introductory video: [Short Introduction Video](#) | [Gamma and Louiscomm](#)