Patient Contact™ Information sheet

Solution description:

Healthcare Advanced Cloud Telephony: When every call matters.

Patient Contact™ Powered by RPM has been specifically designed as an advanced, cloud-based telephony solution for Medical Practices and associated Healthcare entities throughout the UK. RPM provides a fully consultative approach to meet the needs of an evolving and demanding healthcare environment, providing an end-to-end communications solution which works to your requirements and for Patients, Practices, PCN's and ICB's alike.

Contact: for Patients:
- Improved access
- Auto 'Call-Back' to avoid queueing
- AI intelligent routing
- Patient signposting
- Improved Practice response
- Eliminate abandoned call's

Contact: for your Staff:
- Real time view of Patients waiting for staff
- Patient ID Screen-pop to reduce call handling time
- AI based routing allowing the system to work for you
- Staff training/prompting/reminder scripts
- Immediate access to call queues and messaging
- Positive Patient satisfaction

Contact: for Clinicians:
- Click2Dial
- Physical & softphone capabilities
- Remote working
- Teams integration

Key Features:
- Access your system 24/7/365
- Continuity via call management for Practices of any size, PCN, ICB
- Call-queue position and queue buster with patient auto call-back & retries
- Intelligent A.I, Automated queue management & call routing
- Clinical System integration
- SMS on demand with templates for ad-hoc messaging
- Option to cancel appointments via telephone
- Priority Patient Access (vulnerable Patients registered)
- Teams Integration
- Visual Reception Consoles allowing monitoring of SLA's & KPI's
- Triage Appointments List
- Access anywhere 24/7/365
- New Patient or existing number notification/change
- Real time and historical analytics including full wallboard access
- Patient Signposting to required teams at the practice, PCN or ICB.
- MIFID call recording available
- Training Scripts for new reception staff as well as checkboxes for patient reporting
- Adjustable call-queue size according to staffing/resource

Interoperability:
- EMIS
- TPP SystmOne
- Cegedim Vision (awaiting progress & update from Cegedim)
- **IM1 NHS approved integration**
- Patient Contact works alongside all major clinical systems
- Helping streamline the practice workflow with automation

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Powered by **RPM**

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Implementation:

Working with practices, PCN's & ICB's nationwide, RPM Communications 'Patient Contact ™' solution is tailored made to suit and benefit any Practice/Healthcare and Medical Centres. From the outset, we establish all of your requirements for the configuration and deployment of your system for you and with your involvement with your own named RPM champion to guide you from your existing provider over to your new 'Patient Contact ™' Solution.

Deployment of your solution is then a simple 4 stage approach:

Once you've received your RPM welcome pack:

Stage 1: As soon as we receive your order the team here are in contact with you to schedule a date for your site survey and arrange dates for configuration and initial attendance.

Stage 2: Once your survey has been completed and all requirements are captured and agreed with you, your cabling, connectivity, number ports and migration will be organised and scheduled..

Stage 3: RPM's in house 'Patient Contact' ™ team will pre-configure your system with all your requirements for you and ensure all connectivity and cabling is in place according to your agreed spec.

Stage 4: Our 'Patient Contact' ™ team and your RPM Champion will manage the complete end to end installation whilst working closely with you and your practice to ensure a smooth changeover process. The RPM Tech team will be on-site during the 'go live' providing handholding to all key call handlers and providing training on site and/or remotely throughout this final process.

Service Level Agreements:

RPM Solutions provides a dedicated Practice/Healthcare service response centre staffed by our qualified technical support personnel. We provide a prompt, positive and professional response to your call or email if you require technical advice.

RPM aims to respond within the first 10 minutes of your enquiry, we then aim to take that enquiry to resolution for you within 4 working hours wherever possible/feasible to do so. Our office working hours are Monday to Friday 08.30 to 17.30, excluding Public Holidays, however, your technical support team are available round the clock for you, and **we operate our tech-support for Healthcare 24/7/365 for you,** and not just for critical incidents.

Please note that the SLA's are maximum response times, and we endeavor to provide a remote fix or visit for your site before these maximum response time. We will inform you of the status of your logged call at regular intervals.

- 99.9% SLA
- 24/7/365 support based in the UK.
- Multiple locations to allow for on site visits when required
- Multiple data Centre's for maximum disaster recovery
- Mobile based back up for any immediate connectivity/DR requirements
- Dedicated Customer relations manager for all queries

Introductory video: Please go to https://youtu.be/rmAKygDE0jQ   RPM website: www.rpmsols.co.uk