

GET TO **NEXT LEVEL** IN DAILY MEDICAL BUSINESS

BENEFITS

- Increase medical staff's productivity
- Enhance patient's experience
- Very suitable for any type of medical businesses that use TAPI IP-PBXs
- Strongest reliability by the highest integration with the telephony system
- One year of free support services included within initial purchase

Polty's **Medical Office Suite** is a versatile communication management tool designed to increase staff productivity and to enhance the patient experience in medical businesses.

AT A GLANCE

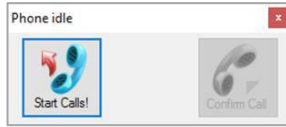
- Inform patients over phone call/ SMS/ Email that lab results are ready - Patients can call in and listen to the recorded doctor's message of their lab results
- Automatically call patients whose calls were lost as well as patients that the doctor needs to speak to directly
- Remind patients of their appointments during predefined timeslots
- In-depth Call Log information
- Call recording and playback

DOCTOR/ NURSE ROLE

Doctors/ Nurses can take advantage of minimal Windows application installed on their PCs.

Polys Agent is a 2-button simple application providing:

- **Start/ Stop Calls!** – start automatic calls
- **Confirm Call** – manually confirm that the doctor/ nurse was connected to patient, not voicemail or answering machine

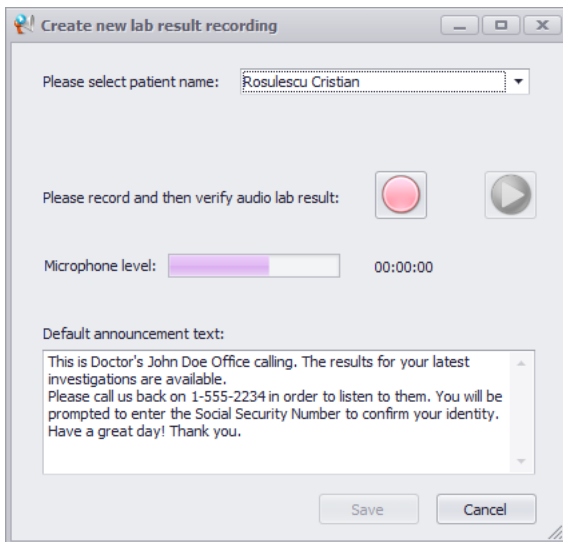


ADMINISTRATOR ROLE

LAB RESULTS MANAGEMENT

First, you need add patients in the system database, one-by-one or using bulk mode by CSV files.

Then select the patient, record the lab result using PC sound card and optionally modify the default announcement.



LOST CALL LIST MANAGEMENT

Lost calls list includes:

- Calls not answered by doctor/ nurse, or
- Calls not confirmed by doctor/ nurse

The system automatically detects lost calls and queues them.

When nurses/ doctors are available for calls, system will automatically dial from the lost call list and connect the call as soon as a human operator answers the call. Patients to be called are manually added to the list by Admin.



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KEY FEATURES

- Compatible with any SIP PBXs
- Inform patients over phone call/ SMS/ Email that their lab results are ready
- Patients can call in and listen to the recorded doctor's message of their lab results
- Automatically call patients whose calls were lost as well as patients that the doctor needs to speak to directly
- Connect call to staff only when the remote party answers. At the end of call, the remote party must be confirmed by operator as live person, not answering machine
- Remind patients of their appointments
- Two user operation roles:
 - Doctor/ Nurse Role
 - Administrator Role

CALL LOG

- In-depth call information for further anal
- Useful Call Result field for call analytics
- Find, sort, and group information by field

CALL RECORDING

- Record all inbound/ outbound calls at trunk level
- Playback with just one click on Call Log

PATIENTS DATABASE

If patient database is available for the system to take contact information from, integration will be provided as a custom service.

Otherwise, the patients list must be exported to a CSV file and imported in the system's database. Database fields include:

- First Name
- Last Name
- Phone
- SMS No
- Email
- SSN (authentication over the phone for lab result delivery)

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