

Medical & Health Care Applications

Health care providers need to consistently monitor costs, operations efficiency and productivity to meet the demands of today's health care market. Toshiba's IVR offers a wide range of customized solutions for the health care industry that provide unsurpassed customer service, enhanced office productivity and improved operation efficiency.

Medical & health care application ideas include:

- ♦ Appointment Scheduling
- ♦ Test Results
- ♦ Home Care Monitoring
- ♦ Prescription Processing
- ♦ Efficient Meal Service
- ♦ Maintain Staff Requirements

Medical, Dental & Other Health Care Provider Groups

Appointment Scheduling – Patients Set Appointments by Phone

Automatic Outbound Scheduling

By relieving the office staff of the need to make routine appointment-scheduling calls, Toshiba IVR can significantly boost operational efficiency. The Toshiba IVR system can automatically call patients to confirm appointments. During the call, the patient is prompted to press 1 to confirm a pre-scheduled appointment or press 2 to reschedule. If the patient wants to reschedule, the call is immediately transferred to the appropriate extension. An appointment confirmation is automatically entered into your scheduling database.

Inbound Appointment Scheduling

Toshiba IVR also makes it easy for a patient to make his/her own appointments. The patient simply calls the IVR system, enters his/her patient ID information, then selects "new problem" (illness or injury) or "follow-up." The call is then transferred to the office administrator along with a screen pop of the information entered by the patient. This system speeds the scheduling process for both the office and the patient.

Medical Laboratories

Test Results – Patients Receive Confidential Test Results by Phone

Toshiba IVR is ideal for performing the routine task of providing test results to patients, enabling the lab to concentrate on performing medical tests.

A patient can call into the IVR system, enter his/her Social Security number or other identification information, and the system reads back the lab results. The system can also alert the caller if his/her test results require further consultation, and can immediately transfer the call to a nurse or physician.

Home Care Providers

Home Care Monitoring – Home Care Patients Update their Status by Phone

Toshiba IVR simplifies quality home care and the procedures used to monitor patients. A patient can call the IVR system daily to report blood-sugar levels, blood-pressure readings and any other information required. The system can be programmed to accept readings within physician-defined parameters.

If any readings don't match the parameters, the system can instantly transfer the caller to a nurse, send an e-mail notification to the appropriate staff member, play pre-recorded instructions to the caller, or respond in any way determined to be appropriate. IVR also enables patients to request meals, medications or other pre-defined supplies—all by simply pressing a few buttons.

The Toshiba IVR system can even help save lives. If a home care patient hasn't called by his/her appointed time, IVR automatically calls the patient and immediately alerts the home care staff if the patient doesn't answer. The system incorporates alternate phone numbers, vacation dates, family member phone numbers and other information from the database to streamline patient-monitoring efforts.

Pharmacies

Prescription Processing – Patients Automatically Order Refills by Phone

Toshiba IVR eliminates the time-consuming task of gathering patient information for medication refills. As a result, the pharmacy staff can concentrate on serving customers and filling prescriptions efficiently.

A patient calls the phone number printed on the prescription label and enters or speaks the prescription number and his/her phone number. The IVR system automatically tells the patient when the prescription will be ready, then updates the database or prints a prescription order, based on the pharmacy's preference.

Hospitals

Efficient Meal Service – Patients Order Meals by Phone

Toshiba IVR makes it easy to obtain and process patient meal orders, enabling staff to focus on patient care. When they check in, patients receive menus with simple instructions. Ordering the next day's meal is as easy as calling the IVR system, entering a patient ID and indicating selections.

If a patient hasn't made a meal selection by the time specified, IVR can call the patient to automatically take the order. The system can easily provide a list of patients who did not order meals, enabling staff to save time by asking only those patients for their orders. The system can be easily set up to make sure that IVR meal-ordering calls are only made to typical patients (i.e., excluding ICU patients, babies in incubators, etc.)

Toshiba IVR reduces or eliminates the need for employees to take meal orders to the kitchen, and for kitchen staff to spend time entering orders in the system. IVR automatically enters patients' meal selections into the food-service database.

Maintain Staff Levels – IVR Locates Fill-in Personnel for Work Shifts

In today's managed health care environment, it's critical to have required staffing levels at all times. Toshiba IVR makes it easy to maintain staff level requirements when an employee is unable to work a shift. IVR searches the employee database to find the most appropriate substitute employees based on pre-determined criteria, then automatically calls each potential substitute on the list until a replacement is found.

These are just a few examples of how the Toshiba IVR system can improve both customer service and the medical and health care provider's bottom line. There are many other ways Toshiba IVR can benefit an organization.

Contact your Toshiba IVR Regional Sales Manager for more assistance in providing your customers with a complete analysis of their business requirements and to learn more about how they can use Toshiba IVR to meet their specific needs.