

Here's how CallDoc24 works:

1. Patient calls their physician after-hours and is seamlessly forwarded to CallDoc24's automated answering service
2. CallDoc24 answers on the first ring, and prompts the patient to record their name and a brief message, and verify their call-back number
3. If required, CallDoc24 immediately contacts the doctor on-call via phone, pager, e-mail and/or text and transmits the patient's message in their own words and voice
4. The doctor on-call listens to the patient's message and can be automatically connected (without displaying their personal phone number) via CallDoc24

The image displays two screenshots of the CallDoc24 website. The top screenshot shows the 'Administrative Portal' with a 'Physician Information' form. The form includes fields for 'Last Name' (Stone), 'First Name' (John), 'User ID' (jstone@aol.com), and 'Confirm User ID' (jstone@aol.com). It also has options for 'How should physician receive messages by phone?' (Text, HTML) and 'How should physician receive messages by e-mail?' (Text, HTML, Recommended). The bottom screenshot shows the 'Message Center' with a list of 45 total messages. The list includes columns for 'Message', 'Callback Number', and 'To'. Below the list is a calendar for May 2008.

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FAQs:

What is CallDoc24?

CallDoc24 is an automated answering service developed by physicians for physicians. CallDoc24 efficiently, cost-effectively and securely manages after-hours calls to medical practices.

How does CallDoc24 work?

CallDoc24 uses state-of-the-art technology to answer after-hours calls, record messages and contact the physician on-call. The entire process is automated — ensuring seamless after-hours communications between your callers and your practice.

Is CallDoc24 better than a traditional live operator answering service?

Yes, for the following reasons. With CallDoc24: 1) there is never a busy signal, 2) calls are always answered on the first ring, 3) no caller is ever placed on hold, 4) human error is eliminated, 5) the actual caller's messages are heard, 6) an e-mail with a secured link to every message is sent, 7) HIPAA compliance is assured. (Please see *CallDoc24 vs. Live Answering Service* for more details).

Can the toll-free phone number CallDoc24 provides be given out to callers?

Yes. The toll-free number can be given out; calls can be forwarded to the number, or both.

Is any special equipment required?

No. CallDoc24 operates as a service, which means all systems are housed in our secure data center. Clients simply need the ability to forward a call to the CallDoc24 provided toll-free number as well as Internet access.

Can personal phone numbers be blocked from a patient's caller ID?

Yes. If the call is returned via CallDoc24's system, the practice's main number will appear in the patient's caller ID.

Are patient messages secure on CallDoc24's website?

Yes. Messages can only be accessed via CallDoc24's administrative portal — which requires a user ID and password for access. In addition, the administrative portal is 128-bit SSL encrypted.

Please visit www.calldoc24.com for additional FAQs.



For more information:
www.calldoc24.com
(866) 506-1034
info@calldoc24.com



**Introducing CallDoc24
Automated Answering Service
for Medical Practices**

*Month-to-month billing with
no set-up fee or long-term
contractual commitment!*

CallDoc24 ...

- is a fully automated answering service developed by physicians *for* physicians
- answers your after-hours calls, records messages and, if required, alerts the doctor on-call
- maintains complete history and audit trail of every call, including the *actual* message
- eliminates the need for *non-value added* live operators, who may be unavailable, place urgent calls on hold or make mistakes
- is reliable, cost-effective, **HIPAA** compliant and easy to setup and use!

About us ...

- **CallDoc24** was created by a team of physicians and technology experts to efficiently, cost-effectively and securely manage after-hours calls
- **CallDoc24** is secure. CallDoc24's systems are housed in a premier data hosting facility utilizing state-of-the-art security and reliability controls
All communications to and from CallDoc24 are encrypted guaranteeing the highest level of security for all data
- **CallDoc24** is HIPAA compliant. CallDoc24's web site provides the security measures required to ensure that patient information remains secure and confidential

CallDoc24 vs. Live Answering Service

	CallDoc24	Live Answering Service
CALLER:		
Caller never gets a busy signal	✓	?
Call always answered on first ring	✓	?
Caller never placed on hold	✓	?
Caller transmits message in their own words	✓	?
PHYSICIAN:		
Physician receives on-call reminder e-mail	✓	?
Physician receives caller's message/alert via e-mail and phone/page as soon as caller hangs up	✓	?
Physician hears caller's message in their own words and voice	✓	X
Physician can be automatically connected to caller	✓	?
Physician's personal phone number is never revealed to caller	✓	?
Physician can record notes for every message	✓	?
Physician can retrieve messages multiple ways (phone, e-mail, website) 24/7	✓	?
Practice can update contact data online 24/7	✓	?
PRACTICE:		
Month-to-month billing with no required contractual commitment	✓	?
Practice can record custom greeting	✓	?
Practice can update practice and physician data online 24/7	✓	?
Practice can update on-call schedule online 24/7	✓	?
Practice can assign back-up physicians	✓	?
Practice can access all messages online 24/7	✓	?
Practice can print out physician notes and insert in patient's chart	✓	?
Practice can view call disposition history online 24/7	✓	?
Practice receives proactive e-mail alerts (no on-call physician scheduled, etc.)	✓	?
HIPAA compliant	✓	?
All equipment housed in secure hosting facility with back-up power, redundant servers and phone lines -- ensures uninterrupted service	✓	?

www.calldoc24.com

BENEFITS ...

