

COMPLETE LOW COST
MEDICAL PHONE SYSTEM
Call 1300 110 330



SURGERY CONNECT

CONNECTING PATIENTS TO PRACTICES

Surgery Connect

**Communications Services for 21st Century Health Services.
Connecting Patients with Health Professionals.**

Surgery Connect is a suite of five services that run alongside existing communications infrastructure to improve communication paths between patients and staff. The services run on the network and can be managed via the Internet. This means low cost of implementation and ownership, minimal training requirement and high resilience.

Each Surgery Connect service can operate in isolation, integrated with others or exchanging data with third party systems through the SC API.

Surgery Connect InCall

Manage inbound patient calls – direct, prioritize and queue.

Surgery Connect Appointment Reminders

Reminder and response system for appointments and medication using SMS and voice calls.

Surgery Connect Noticeboard

Telephone information services for patients.

Surgery Connect Messaging

Voicemail and unified messaging to exchange confidential messages between patients and staff.

Surgery Connect Alert

Emergency notification to groups or individuals by voice call and SMS.

- All the above have common attributes:
- Secure
 - Auditable
 - Resilient
 - Cost Effective
 - Integrated

"Highly convenient, time saving, and makes communication simple between hospital and patients and their families at home. Families respond to it readily as most people are very familiar with texting these days. I would highly recommend it to other health care professionals. We hope to be able to improve our communication particularly with teenagers by using this system."

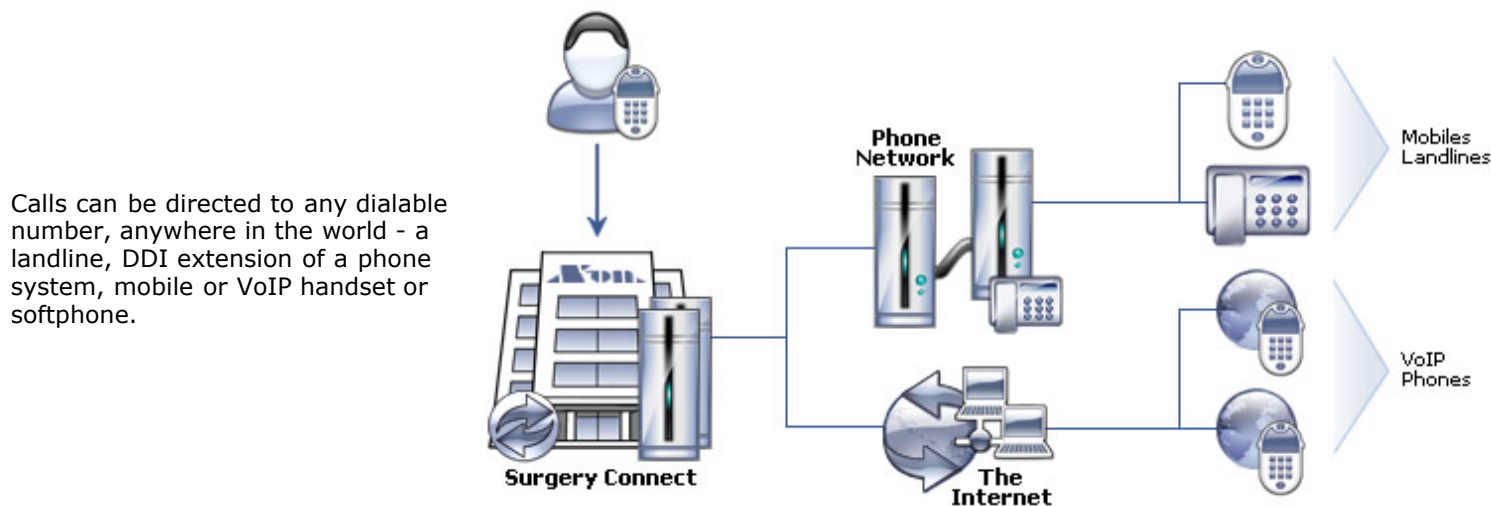
**Sister Julie Flett,
Paediatric Cardiac Transplant Liaison Sister,
Freeman Hospital,
Newcastle upon Tyne.**

Surgery Connect InCall

Surgery Connect InCall provides comprehensive incoming call handling and call management services. InCall is a resilient telecoms system that can work with existing fixed and mobile phones at one surgery or practice, or across many. It can be used to add a single feature to an existing system, or to create a total telecom solution with a clear migration path to VoIP convergence, where voice and data calls share the same network.

Inbound calls are processed via the Surgery Connect network hub. Calls can arrive on our Non-Geographic Numbers, or your existing numbers can be diverted to Surgery Connect over the phone network or Internet using a VoIP Gateway.

Calls may be answered and given voice menus, automated attendant and voicemail options dependant on pre-programmed timers before being forwarded to a user or group of users.



Calls can be directed to any dialable number, anywhere in the world - a landline, DDI extension of a phone system, mobile or VoIP handset or softphone.

Staff taking calls have a common feature set, so they can transfer calls from one to another, for example, by pressing star followed by a shortcode extension number.

Surgery Connect can be deployed to a handful of users or to thousands, spread across continents.

Total Control

Surgery Connect InCall is controlled by a sophisticated web management tool. One or more administrators can be allowed access to the parameters governing call handling - timers, messages, queuing, alerts...

A call management and reporting system can produce on demand and scheduled reports for all types of call activity.

A single point of access for all telecom systems means less to learn and no need to coordinate changes between disparate systems. And the Surgery Connect support team is always on hand to assist with, or make changes for you if you prefer.

In addition, each user has their own log in account in order to change critical information such as which phone they are currently logged in on, to listen to voicemail messages, call recordings and to send text or other messages to other users.

For users on the move, logging in and out and voicemail may also be accessed by dialing into the system from a mobile.

Why Surgery Connect InCall?

- ✓ Ability to Divert Patient Calls during Out-of-Hours Surgery
- ✓ Earn Revenue from Phone Calls
- ✓ Integration of Appointment Reminder System
- ✓ Zero Cost of Ownership and Reduced cost of Line Rental and Call Minutes
- ✓ Migration path to VoIP
- ✓ Single Point of Maintenance and Administration
- ✓ No need for step upgrades when adding lines, numbers, users or features
- ✓ Suits Multi Site, Mobile and Home workers
- ✓ No add-on devices required for Voicemail, IVR, Call Recording, Management

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Surgery Connect Appointment Reminders

Remind and Response System for Appointments and Medication Using SMS and Voice Calls.

Surgery Connect Appointment Reminders is a service that delivers reliable SMS and voice calls to patients, typically for appointment reminders. The 10-15% of NHS patients who fail to turn up have mostly simply forgotten their appointment. This is a waste of staff time and revenue that can be measurably reduced with a reminder service.

Surgery Connect Appointment Reminders can operate in isolation, integrated with other services or can exchange data with third party systems through the SC API.

Benefits of Reminders

- Reduced missed appointments and increased revenue
- Medication reminders improve patient care

Benefits of Surgery Connect Appointment Reminders

- SMS or Voice can be chosen to suit patient profile
- Multilingual options provide service to different ethnic groups
- Interactive dialog with patient for Confirm, Cancel or Rebook by SMS or Voice Call
- Voice Calls can be natural speech or synthesized (Text to Speech)
- Voice Calls can connect to live operator for better patient experience
- API for integration with appointments systems
- Template driven or ad-hoc / free text reminders

Integration with Surgery Connect InCall

Surgery Connect InCall is a Virtual Switchboard service that ensures patient calls are handled efficiently. Integration allows features such as single key reminder booking, whereby the calling number can be captured and the patient automatically opted-in for the reminder.

If a reminder service requires a 'Rebook' request, the call details can be automatically passed with the call to the receptionist and appointment system so that the rebooking is efficient and staff time is reduced.

Integration with Third Party Data Systems

Typically a data feed may be established with an appointments system to download basic data including contact number and date and time of appointment. More details on the patient profile may include their name, to be repeated in a voice call, their preferred contact method, preferred language or whether the patient should be connected to a live operator during the reminder call.

Natural Voice or Text to Speech Options

Surgery Connect Remind can be configured to use either natural voice or synthesized voice during voice calls. Generally natural voice is the preferred option unless the system is to be used to speak words that cannot be chosen from a limited vocabulary, such as people's names.

Reporting

Surgery Connect Remind comes with an on-line reporting and audit package available through a secure web interface.

Capacity

X-on's systems have capacity for thousands of simultaneous voice reminders and SMS throughput in excess of 100 per second.

Surgery Connect Noticeboard

The Phone-in Noticeboard allows practice managers to leave messages for patients and staff. It is useful for Surgery Information, Press Releases, Public Announcements and Staff Notification.

This avoids the need for costly and time consuming mail outs to keep patients and staff informed. Integration with other options such as SMS, or email alerts, means time spent in communicating changes to patients is kept to a minimum.

Easy to Use

Maintenance and updating of the Noticeboard service is easy and messages can be recorded remotely via any touch tone phone by anyone having the passcode. Callers can then phone in and listen to posted messages usually latest first, but with the option to jump back and forth. Older recordings can be archived with the caller able to listen after hearing the most recent recordings.

Additional options such as SMS notification of updates can be conveniently accessed via web administration.

Surgery Connect Messaging

Surgery Connect Voicemail services allow patients to leave messages when other options are not available such as all staff busy and out of hours. New message notification is via SMS, email or call back with remote transcription from any touch tone telephone. The voicemail outdial notification function can alert relevant staff of calls via a pager, a mobile or landline number.

Unified messaging means that communications between staff and patients can be via a variety of devices and formats - SMS, voice and email. The ability for messages to be sent and delivered in different forms provides total flexibility in staff/patient communications, and allows for patients who may have difficulties using a particular format.

Surgery Connect Alert

When the need to contact groups or individuals quickly arises, such as in an emergency, Surgery Connect Alert can contact large numbers of recipients by voice call and SMS.

When an incident happens people need to be informed quickly. It may be a few key staff members or the entire patient database. Contacting people manually is a time consuming process - just when you don't have the time. Large scale resources in terms of bandwidth and phone lines mean that Surgery Connect can contact thousands of people in minutes.

Delivery can include SMS messages containing alert information or requesting recipients call your Noticeboard number for longer messages, and voice calls directly to mobiles and landlines. Where necessary SMS messages can also be delivered as a voice call to a landline.

Practice managers can access the Surgery Connect system and either record a voice message for transmission or posting on the Noticeboard, or create and send an SMS.

X-on

Surgery Connect is designed, operated and maintained by X-on, a specialist in outsourced communications services.

- Incorporated for 19 Years creating voice and data communications solutions
- 8 Years specializing in outsourced network hosted solutions
- Processes over 35,000,000 SMS Annually
- Processes over 25,000,000 Call Minutes Annually
- Clients include over 60% of UK Blue Light services
- Customers in health sector include patient care, pharmacology
- Multi-site hosted in Suffolk and London with direct connections to major network operators
- A technology company with a flexible approach to systems integration and support

Security and Confidentiality

All Surgery Connect services comply with industry requirements for data security and patient confidentiality. X-on is registered under the Data Protection act and has been audited by a number of organizations including the DCA.

For more information please Contact **Sales** on **1300 110 330**.

