

→ Medical V.I.P Answering Services

MEDICAL V.I.P ANSWERING SERVICE
Medicalvipanswer.com
877.763.9194

Call us Nationwide
877.248.0086

TRAINED SPECIALTY OPERATORS

Our operators are trained to handle healthcare calls. Only our most qualified operators are part of our medical group. These operators are trained to understand your requirements. If you do not take prescriptions after hours, with the exception of emergencies, we will ask your patient to call back during normal office hours, if this is your desire. Our goal is to meet or exceed your expectations. Each operator takes pride in their work and understands the importance of making certain your office procedures are met.

Medical Dispatching and Call Screening

Medical VIP Answering Service creates your specific **Medical VIP** account customizing it to your practice's needs with your choice of many of our customized features. All calls are dispatched according to your specifications and instructions. Calls can be dispatched to you via whatever method you select. Our call screening system is just one feature that will guide your clients through the process of setting an appointment or reaching a doctor for an emergency. Since many calls from your patients occur at a few moments after closing or just before your office opens, the call screening recording will reduce unnecessary calls from reaching an operator and can **Save Your Practice Money**.



All calls are answered on the very first ring. **Medical VIP** believes that patients want to hear a familiar voice, a medically knowledgeable voice, a concerned and caring voice, a 'DOCTORS' voice, YOUR VOICE. Your personalized greeting will be utilized to instruct your callers on such routine information such as office hours, location, etc.

This also saves time and money diverting unnecessary calls away from the live operator receptionist. Medical Dispatching is a critical and extremely important aspect of your account. Because the information you receive while on-call is crucial, **Medical VIP** will first automatically capture the patient's call-back number. This assures that you receive the patients CORRECT telephone number EVERY time. Your patients are then invited to leave a detailed and confidential urgent message that will be delivered accurately and promptly.



Our sophisticated system allows the user many delivery options. One such option places the caller on hold while our system locates you to patch the caller to you, protecting the confidentiality of your cell or home telephone number.

WE WORK WITH A DIVERSE CUSTOMER BASE. HOW CAN WE HELP YOU?

Lexitel Communications, LLC 5849 Okeechobee Blvd., Suite 201 West Palm Beach, FL. 33417
Phone: 561.697.5373 Fax: 561.640.1720 Nationwide: 877.763.9194



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Appointment Scheduling & Reminders

Internet Appointment Scheduling is available to medical professionals via our exclusive **EZnet Scheduler®** program. All of your patient's appointments can be scheduled and viewed simultaneously by your own staff (at multiple office locations) and by your Medical VIP Live Operator Receptionist. This service is ideal during lunch breaks, peak office hours, after hours, holidays and weekends. Simply forward your phone line to our call center.



The **EZnet Scheduler®** is a secure site and is custom created to your specifications. It also offers automated appointment notifications and confirmations, cancellation updates and physician on-call information.

Medical Voice Mail Systems

Medical Voicemail box systems with your personalized greeting may be designed for any application. System designs include menu selections (i.e.-press 1 for appointments, press 2 for emergencies, etc.), dialogue boxes, which give out information, and/ or voicemail boxes that will take messages & dispatch medical emergencies.



Voicemail notification and delivery of messages is available by pager or telephone notification. Our remote auto-attendant service permits callers to be routed by way of a menu to any seven-digit telephone number.

This service is available in a supervised or unsupervised mode. In a supervised mode, if the line is busy or if the call is not answered, the call is taken back and the caller is asked to try another extension, or leave a voice message for the called party. In the unsupervised mode the caller will hear the busy condition, or the no answer condition, and the caller will have to call back later. This system will work with memory call, busy transfer or no answer transfer services.

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