



Industry Healthcare

Key Features & Solutions

- Code Alert and Dispatch
- On-Call Scheduling
- Appointment Scheduler and Reminder
- Startel Web Portal
- Secure Messaging and Encrypted Email
- Disaster Recovery
- Priority Queuing and Skills-based Routing

Key Benefits

- Route calls and codes appropriately
- Reduce no-shows
- Improve answer time
- Streamline processes
- Exchange PHI securely

Startel's Solutions for Healthcare

Reliable, Secure Communication Solutions for Today's Healthcare Organizations

Overview

Nowhere is the need for fast, reliable and secure communications more acute than in today's increasingly complex healthcare environment. At Startel, we understand the growing call center and technical requirements placed on healthcare systems. The community you serve, including doctors, staff and patients, want to speak with knowledgeable contact center agents who can access information quickly and address their concerns on first contact.

Startel's solutions for healthcare help hospitals, healthcare providers, pharmacies, medical centers, HMOs, and medical telephone answering services provide physicians and their staff with seamless communication, increased efficiency and greater patient satisfaction.

Seamlessly Integrate Your Technology Investments

Startel's premise and cloud-based unified communications, business process automation and performance management solutions seamlessly integrate with leading technology partners, including:

- Microsoft's Active Directory, Dynamics and Lync Server
- Salesforce.com, MEDITECH and Clinical Solutions
- Vocera's wireless voice communication systems

In addition, Startel has developed computer telephony integrations with Avaya, Cisco, Nortel and other third party communication providers, helping to bring essential call data together in a single file.

Maintain Security & Compliance

Medical practices are auditing nearly every aspect of their operations to ensure Health Insurance Portability & Accountability Act (HIPAA) compliance regarding the security of protected health information (PHI). Healthcare organizations & contact centers serving the medical community can leverage Startel's Secure Messaging and encrypted email solutions to ensure HIPAA, HITECH and HL7 compliance. Our solutions are password protected and messages utilize transport layer security provided by SSL, making it the ideal communication solution for healthcare environments to transmit sensitive information securely.

“At Howard General County Hospital, one of our favorite Startel features is Answer With A Smile. It has not only improved our answer time and met scripting expectations, but our callers love reaching a ‘live’ and pleasant operator.”

Joan Becker
Telecommunications
Director, Howard
General County Hospital

Products & Features	Benefits
Code Alert & Dispatch	Enables doctors and staff to handle code alerts quickly and appropriately
On-Call Scheduling	Provides agents with up-to-date information, including doctor on call and contact information, to accurately dispatch messages
Appointment Scheduler & Reminder	Reduces no-shows and helps to ensure a higher level of “successful” appointments
Startel Web Portal	Enables healthcare staff to view messages, contact staff members directly (without relying on agents) & make time-sensitive changes to OnCall Schedules and shifts from PCs, smartphones and tablets
Secure Messaging & Encrypted Email	Allows healthcare staff to send and exchange PHI via secure, encrypted text messages and emails
Business Continuity & Disaster Recovery	Built with redundancy and resiliency in mind, Startel’s flexible architecture allows for multi-site deployment and virtualization
Priority Queuing & Skills-based Routing	Mission critical calls and codes are immediately routed to the front of the queue, and to the highest skilled agent available, saving precious seconds
Custom Scripts	Guides agents through each call, resulting in streamlined processes, greater accuracy and lower handle times
Main Number Patient Information Directory	Integrates to your patient information system via HL7 for up-to-date routing and transferring of calls
Answer With A Smile	Ensures that callers receive a clear, professional greeting each and every time. These recorded greetings are agent generated and client-specific



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To find out how Startel’s Solutions for Healthcare can benefit your organization, contact us at sales@startel.com or 800.782.7835.

About Startel

Startel is a leading provider of unified communications, business process automation, and performance management solutions and services. Since its founding in 1980, Startel has established a loyal customer base from a variety of industries, including contact centers, education, government, healthcare, insurance, telephone answering service and utilities. Startel leverages its unique solutions and industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues.

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