

## eMerge For Medical Offices

eMerge provides enhanced telecom services for the unique requirements of medical offices. These services exceed the capabilities of PBXs without the management overhead and risk.

With eMerge service, medical offices can improve patient satisfaction, streamline operations, and increase staff work flexibility. eMerge packages are available that include both voice and data services along with enhanced voice features that integrate multiple secondary sites, home offices, and remote staff.

### Medical Office Challenges

Medical offices support a range of activities that include patient check-in, scheduling, records management, treatment, referrals, diagnosis, and testing. Sometimes the bottleneck in completing these activities is a quick phone call. eMerge provides intelligent call routing, speed dial, along with click to call functionality that efficiently connect callers and speed task completion.

Medical offices are increasingly adopting new technologies to improve operations. These technologies often introduce complications and usability issues. In contrast, eMerge provides new capabilities without sacrificing simplicity. Services are configured in real-time with an intuitive web interface.

Finally, office operations revolve around doctors, nurses, administrators, lab staff, and others. Each job is different and needs tailored communications support. eMerge provides enhanced calling features that can be tailored to support mobility and work-at-home that each position might require.

### eMerge Economics

eMerge offers significant savings for medical offices. When compared with the costs for PBX maintenance and support, lease expenses, line connectivity, telephone numbers, long distance/local minutes, and any carrier services fees, eMerge can offer as much as 30% savings.

eMerge also addresses the problem of managing multiple vendors. eMerge packages include most of the services most medical offices need, eliminating management overhead of different vendors. eMerge also enables offices to merge voice and data networks and eliminate maintenance costs for two sets of wiring.

### eMerge Service Bundles

Typical eMerge packages include connectivity, generous quantity of local and long distance minutes, enhanced voice features, IP data connectivity, and data services.

For firms with multiple offices, service bundles are matched to the office size and staff requirements, whether it's a home office or a larger site with multiple connections. eMerge offers a consistent set of features to all staff regardless of location.



### Key eMerge Capabilities

**Patient Service:** eMerge features increase and extend capabilities that improve patient service. Using hunt groups to ensure calls are answered and simultaneous ring provides an instant "hot line". Combine forwarding features to extend service calls to mobile and home phones.

**One Number:** eMerge enables as many as ten phones to ring along employees work lines. Eliminate the confusion of juggling mobile, home, and second office lines. Ensure key staff are always available and keep mobile and home telephone numbers private.

**Unified Messaging:** eMerge messaging features save staff time as messages are converted to .wav files and attached to emails. Forwarding these .wav files eliminates restatement of messages and potential inaccuracies. eMerge messaging also includes email notifications when messages are received.

**Mobility:** eMerge mobility features enable staff to forward calls to mobile phones, second office lines, home lines, and/or other phones. Often termed "find-me/follow-me", these features increase staff productivity and complement wireless service.

**Web Interface:** eMerge provides a web interface that enables staff to update their service settings in real-time. Change multiple settings with a single click.

**Home Worker:** eMerge remote office extends the rich set of business line services to the employee's home office. Employees can place calls from remote phones while showing the business line ID and billing calls back to the office.

### Contact Info

For more information about eMerge service, please contact us at [www.cincinnatiBell.com/evolve](http://www.cincinnatiBell.com/evolve). Learn which eMerge package best suits your practice's needs. Rapid installation and low up front costs deliver quick financial returns. Proven training materials enable staff take advantage of new service to achieve faster deal closure and increased gross revenue.