



contact assist for healthcare

Contact management for primary healthcare

ContactAssist is designed to help managers, receptionists and clinical staff achieve critical healthcare goals. By linking your phone and patient management system, ContactAssist helps speed up operations, improve service and meet QOF targets.

ContactAssist is the only system of its kind to offer integration with EMIS Web, TPP SystmOne and Vision Health*.

1

Speed up caller verification...



Quickly identify the patient

When an incoming call arrives, a window opens with the caller's name and telephone number. Where more than one patient is registered against a number, multiple names are displayed to facilitate selection.

2

Instantly see patient demographics...



Provide a more professional service

Key patient demographics are displayed on the ContactAssist dashboard, and a single click launches the clinical record; staff are equipped to provide an informed, professional service.

3

Improve accuracy of patient contact information...



Keep records up to date

When receiving a call from an unknown telephone number, ContactAssist captures the number to simplify record updates. A free text field is also available to store notes, for example, special call handling instructions.

4

Manage chronic disease and preventative care more effectively...



Meet QOF metrics

Define and load alert lists. When the patient calls, an alert is generated. Receptionists are able to discuss needs and book appointments to improve outcomes for practice and enhanced service contracts.

5

Patient contact information at your fingertips...



Get in touch fast

On screen click-to-dial simplifies patient contact, for example, in support of telephone triage. Surgery staff can send individual SMS messages and manage patient responses.

* Coming soon

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