Automated VoiceGate On-Call Solution

By

VoiceGate's Physician On-Call Solution has been specifically designed to facilitate the connection of staff and administration who are on-call, to other staff, administration and patients in real time, in a live conversation.

The Physician On-Call Solution facilitates the automated connection of parties, in-and-outside the Hospital, together with On-Call employees such as Physicians, Clinicians, Nurses, Orderlies and Support staff via a call into the system, a look up of who is on call for any selected designation, and connecting the caller with the On-Call staff.

The elimination of costly human resources needed to answer the caller, find and look up the schedule of the correct on-call party, and then connecting the two saves the hospital in infrastructure, employee effort while at the same time streamlining staff-to-staff and patient-to-staff communications.

A brief functionality specification is as follows:

Physician On-Call System

- The system will be capable of scaling from processing 2 simultaneous calls to a maximum of 256 calls in a SIP environment.
- The system will support English and French languages; but to start, only an English GUI and Web Interface will be delivered.
- Callers will all call into the main number.
- They will be given a primary list of choices of specialties with whom they wish to contact.
- Additional choices can be given to further define the search for the correct specialist.
- Choices will be given from 0-9 and a further 15 levels to further define the search criteria using Touch Tone input.
- Choices could change by time of day and day of week and day of year.
- Caller finishes their search and enters it via a touch tone selection. The system then searches its data base for the correct person on-call at that time, looks up their corresponding number(s) to that search, and transfers the caller to the person on-call.
- The On-Call party's number to which we transfer the caller will be then responsible for taking messages (voice mail, answering machine etc.) ;or, answering the call live.
- Statistics will be gathered for all calls by search criteria, level and number transferred.

Physician On-Call Data Base Set-Up and Configuration

- Access will be through a web-based interface.
- Access will be permissions based and password protected.
- Logs will be kept of all access changes by user, date and time.
- On call users can set themselves up in the system by creating a profile detailing their specialty or group, their name, and up to 5 contact numbers.
- Users can set the system to "hunt" them at up to 5 numbers.
- To set up an individual User's on-call schedule, Users with access to that part of the system can enter the set up, choose group or skill set, and date and time ranges for the shifts of the individual(s) from pull down menus.
- A calendar can be displayed showing the shifts of an individual User; or, for the group (Oncology, Nursing etc.) to whom they belong.

Physician On-Call Solution System Topology