Why You Should Use Physicians Answering Service

by John Austin

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What happens when your patientâ€™s call goes unanswered during the time when you are busy with some other case? What if your patient calls you for emergency assistance, but you are unable to answer the phone? Doctors often come across this situation, and due to their inability to answer their phones, they lose their clients. They may consider hiring a receptionist who could take calls during business hours, but patients may call during lunch hours, after business hours, or during holidays. In order to ensure proper management of inbound calls, you can rely upon a professional Physicians Answering Service.

Enhance Patient Care

The biggest benefit of an answering service is that you can take complete control of inbound calls without even being present at your facility. Without giving up your freedom and altering your schedule, you can enhance patient care. As medical urgencies can arise anytime, by taking advantage of a physicianâ€™s answering service, you can reach your clients at any time. You can speak with them immediately and provide services.

24/7 Round-the-Year Service

The answering service is a special type of service with which you do not have to hire a full-time employee at your clinic premises. But, the advantage is that it acts as an extension of your office. Typically, all the calls are handled by highly skilled and trained professionals who are well versed with medical terminology and know how to handle clients in specific situations.

Inbound calls are attended on the spot, reducing the waiting time of the callers. The service is available during early-morning hours, lunchtimes, after business hours, weekends, and holidays. Once you use a Physicians Answering Service, you can rest assured that all your inbound calls will be handled carefully.

Live Answering Service

Your clients no longer need to leave their messages after hearing a recorded voice. They can talk to a live person and share their problems. The professionals make complete records of the inbound calls and categorize them on the basis of emergency. For general calls, they can provide the callers with required information, while for emergency calls, an instant message is sent to your mobile phone.

You can also record a message in your voice to greet your clients as and when they call. This gives a personal touch and makes them feel that they will be taken care of. After that, they can speak with a live person who acts as a representative of your facility.

Cost-Effectiveness

A live Physicians Answering Service not only helps you enhance patient care services but also reduces your operational costs. You do not have to hire a full-time employee at your location just to answer the calls from your clients. Outsourcing is directly associated with cost-effectiveness. You can source a service provider and buy a monthly or yearly package to hire a remote receptionist.

You neither need to rely on HR consultancies to search for a talented person nor need to offer any other benefits such as insurance, additional perks, or other allowances when you opt for this service.

A Physicians Answering Service allows your clients to reach you anywhere at any time. It gives you a competitive edge and helps you maintain cordial relationships with your clients.

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The Doctors Answer is an excellent call a answering service for doctors that allow them to enhance the patient care standards at their facilities. The a Physicians Answering Service attends all inbound calls from patients 24 hours a day and 365 days a year.

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