



# TeleVantage for Medical Practices

*Software-based telephone system*

Your telephone system is a lifeline, both for your patients and your practice. You want to provide the best service to your patients, allowing them to reach you in an emergency and making sure all calls are handled promptly, but you also need to be in control of your time and your office's operation. Today's medical practice needs the security of a versatile telephone system that provides the most advanced and most reliable connections for patients and staff, any time of the day or night.

TeleVantage provides that security in one cost-effective package, offering the most sophisticated yet easy-to-use feature set available to improve your staff's workflow and provide a user-friendly experience for your patients and colleagues. An advanced and customizable phone system, TeleVantage ensures that essential calls always get through, and that all calls are handled professionally. It easily manages fluctuating call volumes, letting your staff handle multiple calls even during the busiest of times. And it lets you decide where and how calls will reach you, while showing your concern for patients' sensitivity and privacy. TeleVantage ensures that your patients get the prompt and attentive service they deserve, and gives your administrators the tools they need to keep the office running smoothly.



## Key Benefits:

- **Manage calls efficiently and professionally**
- **Avoid lost or dropped calls**
- **Ensure that a doctor can always be reached**
- **Monitor call volumes and measure front office performance**
- **Provide instant response 24 hours a day**
- **Integrate phones with practice management software**
- **Remove answering service expenses**
- **Eliminate downtime and costly service calls**
- **Protect today's investment and ensure future flexibility with open systems architecture**

## A Powerful Plus for Today's Busy Medical Professionals

*"TeleVantage gives us a lot more flexibility in what we want to accomplish."*

*William Mulheron, CEO  
Georgia Reproductive Specialists*

Artisoft's TeleVantage is an advanced, software-based phone system that brings call-handling efficiency and security to a busy medical practice. Designed on a flexible, open systems architecture, TeleVantage improves your practice's productivity and patient services, and ensures that all calls are handled quickly and effectively. And with virtually no learning curve, your practice will begin seeing a return on your investment, both in dollars and in improved patient services, from the very first day.

### Manage calls efficiently and professionally

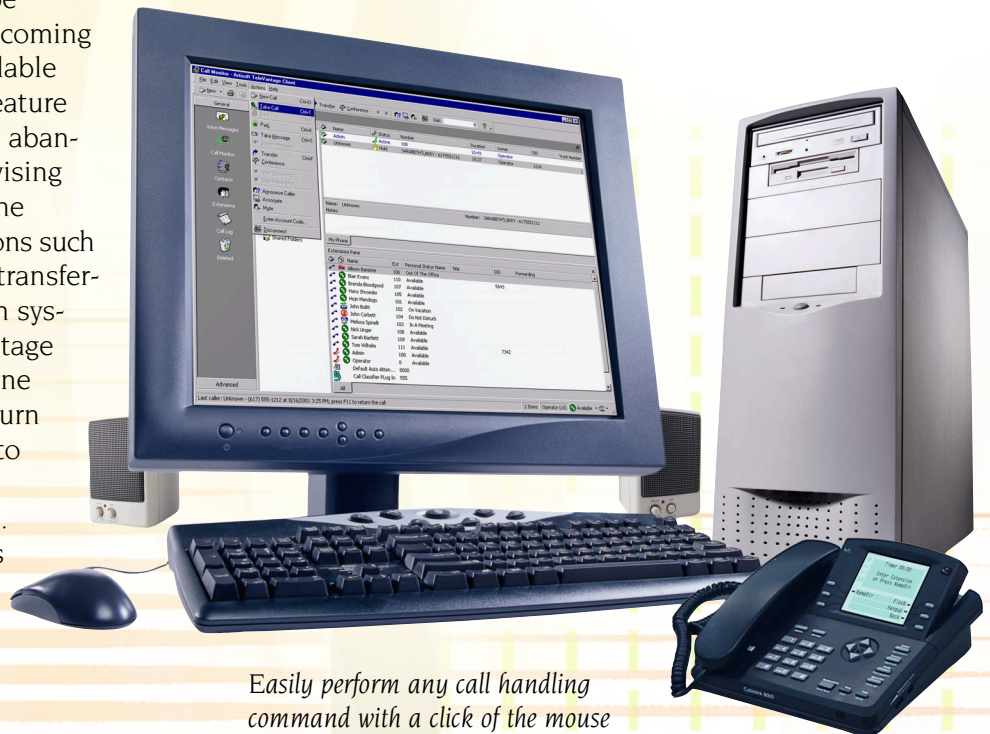
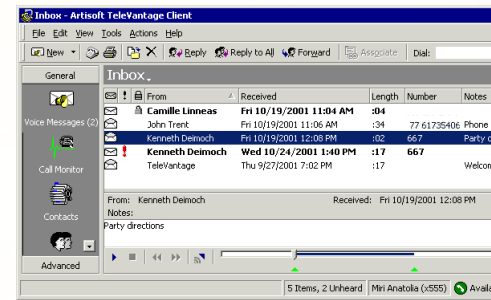
TeleVantage makes call management easy, even during the busiest of times. TeleVantage lets your staff easily route, transfer or juggle multiple calls, making sure that important calls aren't abandoned or left on hold. With its flexible software feature set, calls can be handled the way that best suits your workflow — directing calls to a single receptionist, evenly distributing them among a group of administrators, or ringing all telephone staff at the same time. When everyone is busy, calls can be routed to designated overflow personnel or handled by the user-friendly auto attendant. For PC users, TeleVantage has an easy-to-use graphical interface that makes all of your phone tasks easier, showing you who's calling and letting you transfer or park calls with a click of a mouse. With TeleVantage, all calls are handled easily and professionally, ensuring that callers' needs are met and enabling your staff to be more productive.

### Avoid lost or dropped calls

No matter how carefully you plan your office staffing, there will always be moments when the number of incoming calls exceeds the number of available personnel. The overflow queue feature ensures that those calls won't be abandoned. It can play a message advising callers how long they will be in the queue, or provide them with options such as leaving a callback message or transferring to an automated information system. If a caller hangs up, TeleVantage keeps a record of the caller's phone number so that someone can return the call. You'll never again need to worry about the possible consequences of a lost or dropped call. TeleVantage ensures that all calls will be answered, helping you to improve the quality of patient care.

### Ensure that a doctor can always be reached

Locating one of your doctors on short notice can be harrowing, especially when patient welfare is at stake. But TeleVantage gives your staff the ability to find them, whether they're at the office, at the hospital or on the road. With "Follow-Me" call forwarding, important calls can be transparently routed to doctors' pagers or other phone numbers without any complicated key sequences or codes. Using any web browser or touch-tone dial, doctors can simply select options such as "In the Car," "At the Hospital" or "On Call," and calls will be routed accordingly. And the built-in call screening features tell the doctors who is calling, allowing them to defer non-critical calls to voice mail while staying accessible for emergencies.



*Easily perform any call handling command with a click of the mouse*

## Monitor call volumes and measure front office performance

Your patients want to speak with a live person when they call — but call volume can vary significantly throughout the day, and it can be difficult to predict the staffing needed to handle it. With TeleVantage, you can quickly extract reports that monitor call volume and track peak periods. Armed with this information, your office administrators can plan staff schedules accordingly, easily identifying any gaps in patient service and meeting your goals for patient care.

## Provide instant response 24 hours a day

Medical issues don't follow a schedule and some patients prefer to call after hours because of their workplace rules or privacy concerns. With TeleVantage, you can easily set up special extensions to meet your patients' needs effectively and in absolute privacy, such as allowing patients to access personal information at their convenience. You can even set up secure password authorization to ensure that patient information, such as test results, remains confidential, and that your office remains compliant with HIPAA regulations. Many callers just want basic information such as driving directions or instructions for refilling prescriptions. TeleVantage allows you to automate simple tasks, enabling your staff to accommodate more patient calls while giving proper and prompt attention to all callers. Your patients will appreciate the ability to call after hours, as well as the elimination of long hold times or repeated transfers during the day.

## Integrate phones with practice management software

Because TeleVantage is software-based, its open architecture can integrate seamlessly with office management programs. When a patient calls from home, you can have their medical record open automatically on your computer's desktop as the call is being answered. This feature speeds up the call process, eliminating the on-hold time needed to retrieve a record, and also ensures that the medical professional has all the patient's information handy during the call. TeleVantage can also integrate with appointment reminder software, freeing up staff resources and helping to keep the office running on schedule.

## Remove answering service expenses

Using a third-party answering service is a major office expense and also makes it difficult to monitor the handling of patient calls after hours. TeleVantage lets you control after-hours calls, eliminating both the added expense and the insecurity of placing your important calls into someone else's hands. With "Follow-Me" call forwarding, you can specify exactly how a call should be routed during after-hours, ensuring that your patient's call will reach the right person or service. Routing can easily be prescheduled to accommodate rotating shifts or vacations, and calls from individual patients can even be routed directly to the doctor in charge of their treatment. TeleVantage ensures that no emergency call will go unanswered. In addition to calling an escalation list of phone numbers, the "Persistent Pager" feature will keep paging people until someone is reached. This simple, easy-to-use system eliminates the expense of an answering service and gives both you and your patients peace of mind.

## Eliminate downtime and costly service calls

TeleVantage is intuitive and easy to maintain. Your office administrator can easily add or remove staff phone numbers or privileges with the click of a button, instantly accommodating staffing changes and eliminating system downtime and expensive service fees. TeleVantage offers you unlimited value for just one investment and the security of knowing that it will grow with your practice.

## Protect today's investment and ensure future flexibility with open systems architecture

With your office and medical staff performing a wide variety of functions, your office's phone system needs to be able to work with the widest variety of options. Because of its open architecture, TeleVantage lets you choose the phones that best meet your needs, from high-end speaker phones to cordless headsets. No more getting locked into a single vendor or style — TeleVantage easily accommodates your preferences, your staffing and your changes, today and tomorrow. The software architecture of TeleVantage never becomes obsolete — it keeps getting better over time.

## TeleVantage Features

### Fully integrated PC-based phone system

- Full PBX functionality
- Phones stay up during power or server failure
- Built-in extended 911 service
- RAID drives and UPS support
- All trunk types supported (analog, BRI, T-1, E-1, ISDN PRI/CAS, Internet)
- Expandable to 96 trunks, 264 stations
- IVR integration ready
- Multiple music on hold sources

### Full-featured voice mail

- Visual voice mail display with caller name
- Click to reply, forward, or call back a message
- Export to WAV file
- Password security
- Screen messages as they're being left
- Pull callers out of voice mail
- Bookmark important sections of long messages
- Callers can specify callback number
- Multiple personal greetings
- Personalized greetings for special callers or dates/times
- E-mail/pager notification of new messages
- voice mail delivered to unified e-mail inbox
- Microsoft® Exchange synchronization
- Urgent and private message handling
- Remote access via phone or Web browser
- Auto-delete old messages
- Custom, sharable message folders
- Adjustable maximum message length
- Support for CLASS phone message waiting light
- Stutter dial tone to indicate new messages

### Multi-level auto attendants

- Automated or receptionist answering
- Extension dialing or DID
- Dial-by-name directory
- Schedulable greetings and routing for holidays and off-hours
- Record or import greetings and menu prompts
- Caller choices can change language of prompts or deliver custom data to agent screen-pops
- Timeout routing to any extension or attendant
- Auto fax detection and routing

### Remote access from anywhere

- Complete visual access via Web browser
- Phone login for voice mail and account setup
- Remote call screening
- Change greeting, forwarding and personal status from any phone

### Powerful call control

- Voice-guided multi-lingual telephone interface
- Easy Windows-based desktop interface
- Cross-platform Web browser interface
- Screen calls with PC or phone
- Visual multi-line call handling
- Drag-and-drop transfers and conferences
- One-click conference on call waiting
- Grab and hold calls
- Ringback for calls left on hold or parked
- Park/unpark calls
- Pick up calls within workgroup or company
- Extensions pane with user "on phone" status
- Personal Call Log with notes
- Support for CLASS phone caller ID display
- Customizable ring patterns for call types
- Automated call handling by personal status
- Do Not Disturb, Out of the Office and other custom statuses

### Full-featured call center

- Single-point access to create and manage queues
- Call distribution based on talk time, top down, round robin, simultaneous ring
- Coaching and monitoring to train new receptionists
- Real-time performance and queue statistics
- Comprehensive Call Center Reporter based on Microsoft Excel
- Automatic call recording by queue or individual
- Multiple, variable hold prompts
- Bail out options to voice mail, or any extension
- Priority routing for important callers
- Multi-tier overflow agents
- Outbound call tracking
- Individualized and supervisor permissions
- Queue sign in/out, break, unavailable status

### Integrated contact management

- Company, workgroup and personal contacts
- Contact identification w/o requiring caller ID
- One-click dialing
- Custom shareable contact folders
- Custom call routing and greetings by contact
- Screen-pops for contact calls
- Change language based on contact
- Predefine account codes per contact
- Act!, Outlook, Goldmine, FrontOffice support

### "Follow-me" call forwarding

- Easily route calls to multiple internal or external locations
- One-key forwarding to where you are
- Forward calls differently by caller or personal status
- Screen forwarded calls using verbal prompts
- Password-protect forwarded calls

### Point-and-click administration

- Windows-based administration from any location on the network
- Software-based trunk setup
- Device Monitor for real-time trunk/station status
- Comprehensive exportable call log
- Public and personal workgroups
- Easily add, delete and modify users
- Individual or role-based permissions
- Dialing and feature restrictions
- Account codes: forced, verified or optional
- Configurable routing services for least cost routing
- Trunk usage reports
- Monitor use of system space and resources
- E-mail notification of alerts, special events
- Troubleshooting and log-gathering tools
- Context-sensitive help, on-line manuals

### Internet ready

- Easy-to-use Internet trunks and dialing services
- Standard H.323 VoIP support
- IP gateways tie distant servers together
- Call local numbers from remote servers
- Microsoft NetMeeting "Click to call" support
- H.323 phone support

### Extendable, Open, Standards-Based

- Easy software-only upgrades
- MAPI and SMTP e-mail support
- TAPI service provider support
- SQL Server database
- COM-based SDK for custom add-ons
- Minimum requirements:
  - Pentium 200 MHz PC
  - 128 MB RAM
  - Windows™ 2000/ NT 4.0 server
  - Intel® Dialogic telephony boards
- Any standard phone: speaker, corded, cordless or CLASS feature phone

## About Artisoft

Artisoft, Inc. is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Artisoft's innovative products have consistently garnered industry recognition for technical excellence, winning more than 30 awards. The company delivers its products and services worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our Website, [www.artisoft.com](http://www.artisoft.com).

## About TeleVantage

Artisoft's TeleVantage is a feature-rich, software-based phone system that combines rock-solid stability with the most advanced communications technology available. Designed specifically for small to medium-sized businesses, branch offices and call centers, TeleVantage delivers greater functionality, flexibility and value than proprietary PBXs. Built on open-systems architecture and supported by world-class Intel hardware, TeleVantage provides more value today while safeguarding investments for the future.



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