



Clinical System Integration Hub Operation

There are both incentives and pressures for groups of surgeries to centralise some resources. Centralisation provides flexibility of operation and a balancing of load across an organisation, however there are obstacles to overcome, especially when managing phone calls and appointments.

Surgery Connect together with EMIS Web Integration offers a solution :

- Scalable from small call handling groups taking calls for a small number of surgeries through to centralised call centres handling calls across a region or Federation.
- Can operate on the existing surgery telephone numbers or be accessed through a separate, centralised telephone number.
- Incorporates high capacity, cloud based distributed contact centre technology and features.



Identifying Patients

When processing large volumes of calls a significant proportion of a call handler's time is spent identifying the calling patient and the surgery they are registered to.

Surgery Connect, in conjunction with EMIS Web, uses aspects such as the number the patient is calling from and a partial date of birth to identify the patient and the surgery before the call is transferred.

Giving either a unique patient match or a choice of potential patients in a pop up allows for a Surgery specific greeting and greatly reduces the call processing time.

SURGERY CONNECT

INBOUND call from 07876 450214

Queuing for ⌚ 5 minutes 5 seconds

Mr George Bluth (23/06/1954)
Bridge Street Surgery

Mrs Lucille Bluth (07/03/1990)
Bridge Street Surgery

Close

This solution would simply require the installation of Surgery Connect's Integration at each of the supported surgery sites. It is highly recommended, though not essential, that each surgery has a full Surgery Connect Telephony implementation for complete flexibility in call processing.



Appointment Management

Since the patient and surgery are identified at the time of answering, or shortly after, booking is made quick and simple via the Surgery Connect Hub User Console which will give a real time view of the surgeries available appointment slots.

Key: Available Slot Filled

Navigation: < today > **February 7, 2018** day week month

	Bridge Street Surgery	Whitehouse Surgery	Village Surgery	Hillside Surgery
8am				
8:30am				
9am				
9:30am				
10am				
10:30am				
11am				
11:30am				
12pm				
12:30pm				
1pm				
1:30pm				
2pm				
2:30pm				
3pm				
3:30pm				

This information, along with any additional slot notes is saved to the relevant surgery's instance of EMIS Web - the call handler is given visual feedback from the console that the appointment has been booked. The console is also able to process appointment changes or cancellations.



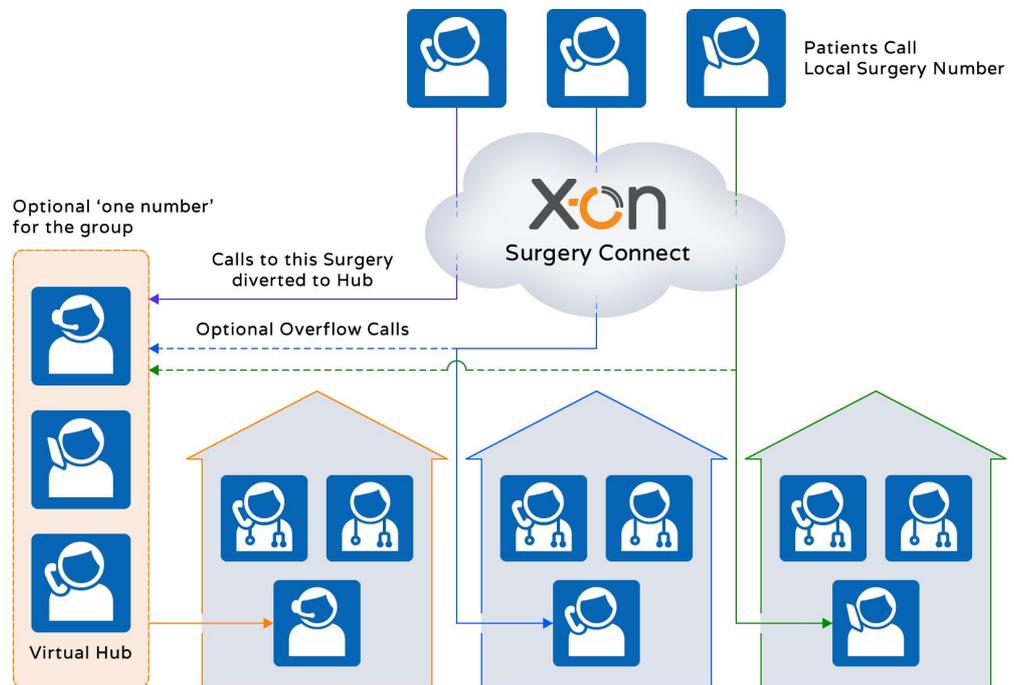
Hub Flexibility

Cloud technology means there are no restrictions on where the hub is, it doesn't need to be a group of people in a single room. The hub can be spread across a number of locations or even switch from one location to another dependant on the day of week or hour of the day, there's complete flexibility.

Here are two examples...

Overflow & Cover Hub

Multiple surgeries are served by one hub. Each surgery has personal routing rules that specify when calls are passed to the hub. This could be certain hours of the day or when queue time or length reach certain levels.

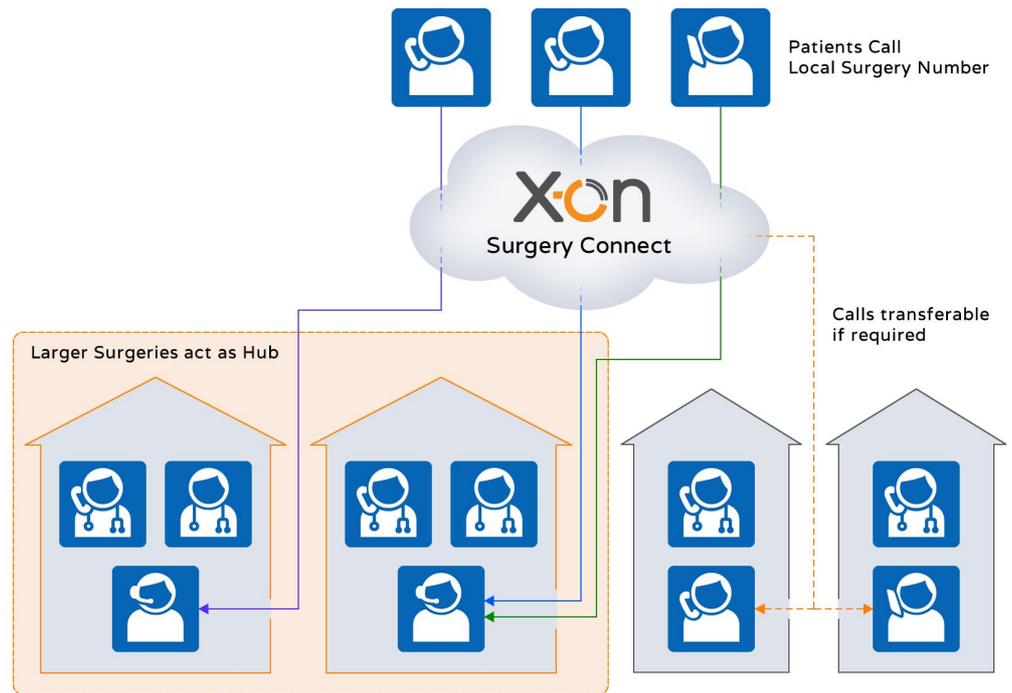




Hub Flexibility

Distributed Hub

Two surgeries with greater staff resource supply call handling responsibilities for two smaller surgeries. Bookings are taken for any surgery whilst retaining the functionality to transfer to the home surgery if required.



In all cases, routing and caller experience can be tailored to exact requirements and there is always a communication path between hub and surgery.

Cloud technology also means that real time statistics and management capabilities are available to anyone that may need them, wherever they may be. Whether they are monitoring inbound call queues and assigning resources, producing focussed statistical data for a specific surgery or viewing call handling statistics across the whole hub solution - this data is available through the consoles you have access to as part of the Surgery Connect platform.