



## Triage

Telephone triage policies are being implemented more and more across the UK's GP surgeries. Triage processes can improve the pre-appointment assessments of patients with a view to reducing the number of appointments being made and lessen the demand on GP's time.



Whether a triage policy is already in place in your surgery or plans are being made to introduce one, Surgery Connect has two major benefits which mean you can maximise the positive results from your outbound triage calls.



## Unlimited Call Capacity

Analogue telephone systems often suffer from a lack of call capacity, particularly at busy times of the week, this can often mean that it is not possible to get an outbound line to make calls. With Surgery Connect there is no such limit.

Regardless of the number of inbound callers you have, either speaking to staff or waiting in a queue, you are able to make an outbound call from any telephone that is not in use. You could even have dedicated triage phones in your Surgery Connect package that will never be targeted by inbound calls meaning you will always be able to make triage calls as and when you want.

## No Call Costs

As all calls to UK landlines and mobiles are free within your monthly rental fee, Surgery Connect is the most cost-effective solution for outbound triage calls you will find.



Without the worry of the cost of calls you do not have to rush to gather important information allowing for a more thorough evaluation of the patient's needs.

## Call Recording

By default, Surgery Connect will record all in and outbound calls and store them for 3 years (an extension or reduction to this duration can be negotiated). All recordings are easily searched for and listened to through the Surgery Connect Console. Recordings can also be downloaded and associated with patient records where required.

## Integration

Surgery Connect's Integration with your patient management software allows click to call from patient records, making outbound calling quicker and eradicating misdials.

Each triage call offers the option to associate the recording with the patient record, once associated the recording is accessible directly from the patient record for those that have the required access rights.

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