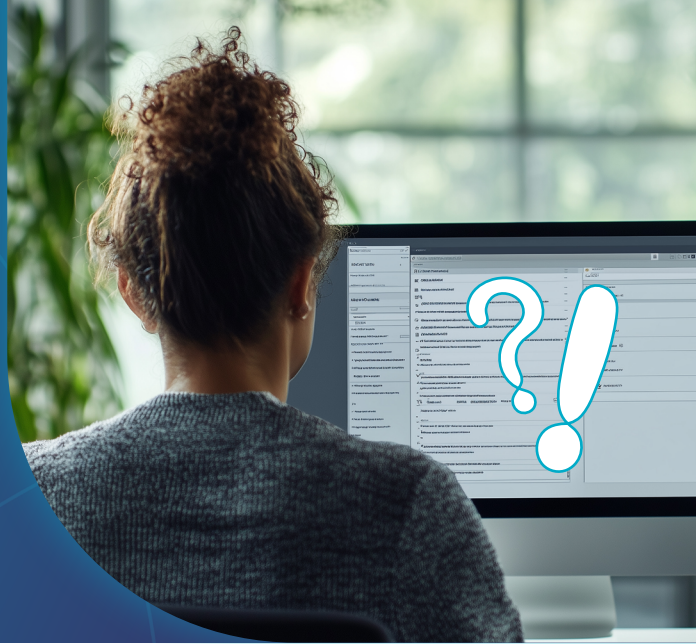


# Why Medical Practices Switch Call Services



## Are Traditional Medical Answering Services Creating More Problems Than They Solve?

Did you know **80% of clinic calls are non-urgent**? Without precise routing, these calls quickly become a headache—wasting your providers' time and frustrating your staff.

If you're using a **traditional answering service**, you're likely familiar with these common issues:

- ✗ **Misrouted calls** that disrupt doctors' personal time and workflow
- ✗ **Poorly trained** live agents who mishandle sensitive patient information
- ✗ **Outdated manual processes**, like paper schedules, causing confusion and delays
- ✗ **Unexpected surcharges** for spikes in non-urgent calls.

These aren't minor annoyances—they're symptoms of a deeper issue. Legacy answering systems weren't built for today's complex healthcare environments. They might temporarily lighten your admin's workload, but they slow down patient care and impact satisfaction.

### PRO TIP

Your answering service should be a **strategic asset**, *not a necessary frustration.*

**PerfectServe Medical Answering Service** is different:

- ✓ Built exclusively for medical practices, not general-purpose call centers
- ✓ **Dynamic Intelligent Routing®**: Our proprietary algorithm instantly routes calls to the right provider based on urgency, schedule, and clinical need
- ✓ Keep providers' personal contact information protected and ensure non-urgent calls are appropriately queued.

Ready for a smarter, stress-free solution?

Book a Call with Us >>

## Before & After: Making the Switch

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### Clinical Care Medical Center

Before: **10%** of calls labeled as urgent.

After: **Only 2%** of calls labeled as urgent.

**Problem:** Physicians were getting so many non-urgent requests.

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### Cardiology Consultants of Toms River

**2.7 sec** read time for urgent calls.

Eliminated lost patient messages and misdirected calls through a centralized admin inbox.

## 4 Ways Call Filtering Helps Your Doctors and Patients

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- 1 “Get It Off Their Chest”**  
Tell patients to call back when the office is open. The ability to leave a message and know they will get a response later. This simple switch will help them not alert the physician on call.
- 2 Repeat Offender Call Types**  
Questions about your daughter having a UTI? Refill requests? Clinical Care Medical Centers had common transportation questions. By filtering it, *they reduced call volume by 17%*.
- 3 Choose the RIGHT Option**  
Some calls will sneak through that should not be in a prompt. You’re not going to be able to plan for everything, but we can tackle the most common scenarios.
- 4 Press 1 – Make it Routine**  
Put the routine in place. “Press 1 for...”  
If you put urgent first, it might sneak through, because people just press 1 out of habit. Option 3 could be urgent, with clear guidelines for the caller on what to expect.



**See How These Practices Manage Calls**

## About PerfectServe

[PerfectServe](#) accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.

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**To learn more or schedule a demo, please contact us:**

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