

Integrated Call Recording & Reporting Solution For Healthcare Clinics & Provider Groups



Features

- Easy-to-install, configure and manage
- Simple, intuitive, browser-based interface
- Scalable and robust
- Works with all phone systems
- Enhanced search and replay capabilities based on date/time, extension, caller ID and dialed number
- Selective or full-time recording
- Easy access of click-to-play from reports
- Detailed call activity reporting
- Automated report delivery
- Flexible recording rules
- On-demand recording capabilities
- Powerful user and system management features
- Quality recordings at high compression rates
- Ability to centralize recordings from multiple locations

Benefits

- Enhances quality assurance initiatives
- Provides additional liability protection with proof-of-call and ability to playback all call records
- Helps train and coach staff
- Streamlines the receipt of insurance claims and payments
- Optimizes patient relation efforts
- **BOTTOM LINE** – SonicView provides peace-of-mind that all calls are being recorded and documented

Healthcare administrators face a unique set of challenges in the marketplace every day. Whether it's adhering to strict HIPAA regulations, implementing training and coaching for staff, or managing patient scheduling, improving healthcare provider communications and customer service may at times seem a bit overwhelming.

TriVium Systems' **SonicView™** delivers a call recording solution that has unrivaled functionality to meet these unique needs and requirements. Specifically, this robust and scalable solution helps optimize the facility's quality assurance, patient relations, insurance reimbursements, office operations and scheduling management -- all within an interface that has superior usability and unique features created specifically for healthcare clinics and provider groups.

SonicView takes into account the necessity for compliance and health provider/patient privacy concerns and is completely tamper-proof and secure. If the facility is in the process of implementing electronic records (EMR) or electronic health records (EHR), adding call recording to the business model can help streamline operations, optimize patient relations and provide documentation of patient interactions so that users can easily playback recordings to reference errors and omissions.

SonicView – The Right Solution for Any Practice

Quality Assurance: With SonicView Call Recording, users are assured that information is being communicated correctly to patients and in alignment with HIPAA regulations. SonicView call recording gives administrators and supervisors the ability to listen to calls so that they know exactly what is being said and what isn't being said.

Liability Protection: Malpractice and licensing complaints deal at least in part with information that is communicated over the phone between physician and/or staff and the patient. With SonicView call recording, it's easy to locate, retrieve, play back and securely share phone-based conversations with administrators, clinical nurse supervisors, attorneys and additional staff in the event that litigation ensues.

Train & Coach Staff: Reviewing what is being said by staff is a great tool for coaching and mentoring. Administrators and their employees can listen to playbacks together and discuss call standards and how certain situations should be handled. The review of telephone calls can easily be made part of telephone-based employee performance reviews.

Streamline the Receipt of Insurance Claims and Payments: With call recording in place, the facility has the specific date and time a call took place. For example, if an insurance company calls and provides information that the facility will be paid on a certain date/time, there is proof of this information. If payment is not received in a timely fashion, this documented recording helps clearly state the facility's case in order to resolve the situation.

Improve Patient Relations: Most healthcare facilities have hundreds of incoming calls per day -- a large amount of data and communications to manage. If an employee overlooks getting critical information -- like the patient's name, phone number or exact healthcare status -- the facility's administrator can review calls made from that specific extension and retrieve the call recording. Patient cancellations, whether made by the staff or the patient, can also be recorded and easily played back in order to settle any questions or disputes about an appointment time or date.

Superior Usability: SonicView Call Recording has an intuitive, browser-based Web interface. It is easy to work with, understand, and customize for the user's specific needs. For example, users can create Hot Lists of important calls, such as 'Good Calls' and 'Bad Calls' to help aid in teaching and training new employees. TriVium Systems provides video training modules to get users up and running with the system easily and efficiently.

The Bottom Line: With SonicView in place, administrators and staff have peace-of-mind that all of calls are being recorded and documented for critical proof-of-call purposes and streamlined business operations.

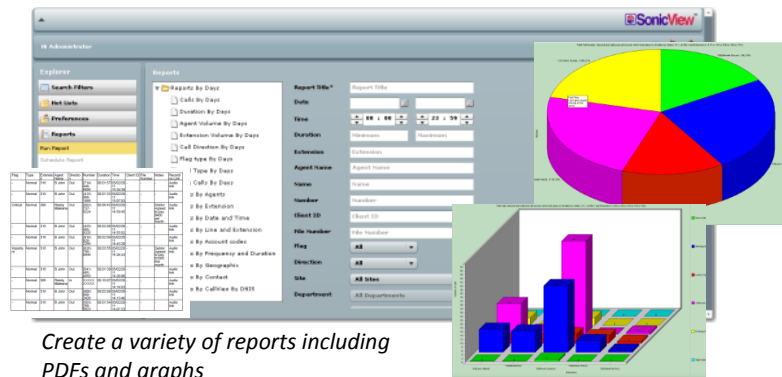
Visit: www.triviumsys.com

RECORD, SEARCH & REPLAY



*Top: Call records with playback controls;
Bottom: Advanced search filter*

CUSTOMIZABLE REPORTS



Create a variety of reports including PDFs and graphs

About TriVium Systems, Inc.

Established in 1996, TriVium Systems, Inc. is a leading provider of call recording and reporting solutions for small, medium and large-sized businesses and specializes in the call recording and reporting needs of the healthcare clinics and provider groups.

The Company's enterprise-grade solutions are affordably priced and help businesses cut costs, increase productivity, improve quality and enhance security. These solutions provide access and insight into business data that help managers coach and train employees while strategizing and optimizing their bottom line.



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Request a Demo

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