



patient  connect

The Call Recording and Contact
Management Solution for EMIS

emis[®]
accredited partner product



Technical features

By using advanced CTI technology, award winning call recording technology, and the approved integration with EMIS, Oak has been able to create a unique communications management solution for all EMIS users.

Patient Connect incorporates Call Recording, Contact Management and Automated Call Handling to deliver a fully integrated solution for EMIS users.

Record Calls

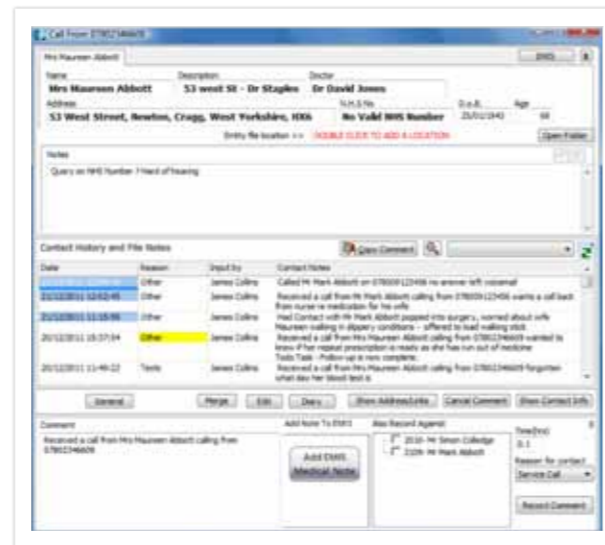
All telephone calls are recorded as encrypted files and can be searched for and played back via a web interface. This facility enables the practice to easily review any calls to or from patients.

Popup Screen

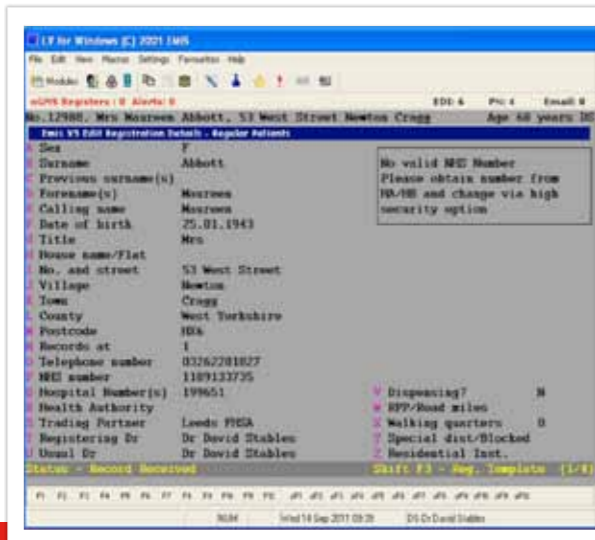
When the telephone rings a discrete on-screen display pops up showing the caller's number, name, as well as Address Book / EMIS information. This is before the call is answered.

Display Dashboard

When the call is answered the Patient Connect Dashboard is displayed showing additional EMIS information for the caller, bespoke notes and the "Contact History" of previous communication with the surgery.



PATIENT CONNECT DASHBOARD SHOWN WHEN ANSWERING A CALL



EMIS RECORD CARD CAN BE DISPLAYED WITH A SINGLE CLICK

Display EMIS Record Card

A single click of the "EMIS" button on the Patient Connect Dashboard and the active patient is changed to the caller and the EMIS Record Card displayed.

Click to Dial

Dial EMIS and other contacts directly from the screen by simply clicking the selected contact. Add notes to call, send SMS texts, or email for a complete outbound communication system.

Capture New Phone Numbers

Capture new numbers of patients, suppliers, PCT contacts or just annoying sales calls you wish to screen at busy times.



With an ever-increasing focus on regulatory compliance and the need to constantly improve performance, the demand for integrated communication and business management solutions has never been greater.

Patient Connect is the solution for EMIS users.

who advised... what, when and to whom

Resolve Disputes

With an increasing amount of patient contact by telephone and the use of triage, recording of calls is essential so it's absolutely clear who advised what, when and to whom.

Demonstrate Compliance

Conforms with best practise guidance in confirming patient identity. All call recordings are encrypted and stored adhering to BSI 0008 standards.

Monitor Quality

Facilitates the monitoring and evaluation of telephone calls made by the practice allowing the review and improvement of procedures and staff performance.

Improve Performance

Reduce call handling times by on average 30 seconds. Patient Connect enables practice staff to offer an enhanced patient service and better performance.

Save Time & Money

Deal with more patient communication with the same number of staff. Patient Connect will also assist in improving your QoF performance.

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Call Recording

Business Protection
Record Abusive Calls
Staff Training

Contact Management

Patient/Business
Contact History
Audit Trail

EMIS Interaction

Preview/Pop
EMIS Information
EMIS Record Card

Telephone Integration

Click to Dial
Extension Status
Number Capture

“Ease of use and seamless integration are key elements of Patient Connect”

Phillip Reynolds Joint CEO



Established in 2009, Lily Comms provide bespoke, award-winning communications products and services to over 2500 businesses across the UK. Our mission is to build tailored solutions for clients to help their business to reduce costs and achieve maximum efficiency.



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