

ocean telecom

Healthcare Solutions





The Healthcare Challenge

High Volume Calls

Pressure on Staff

Patient complaints

Long waiting time

Covid 19

Time

Requirements For GP Surgeries

- Speed up answering and clearing calls
- Reduce Waiting Times / Complaints
- Dial from Patient records / Clinical system
- Ability to record and playback calls
- Secure Call reporting solution
- Introduce Video triage and consultations
- Location Diversity for Doctors and District nurses
- Staff Safety



Ocean Auto Health Reception

Level 1 – Pro-active

Automatic patient call routing and message dependant on time of day. Number in queue given.

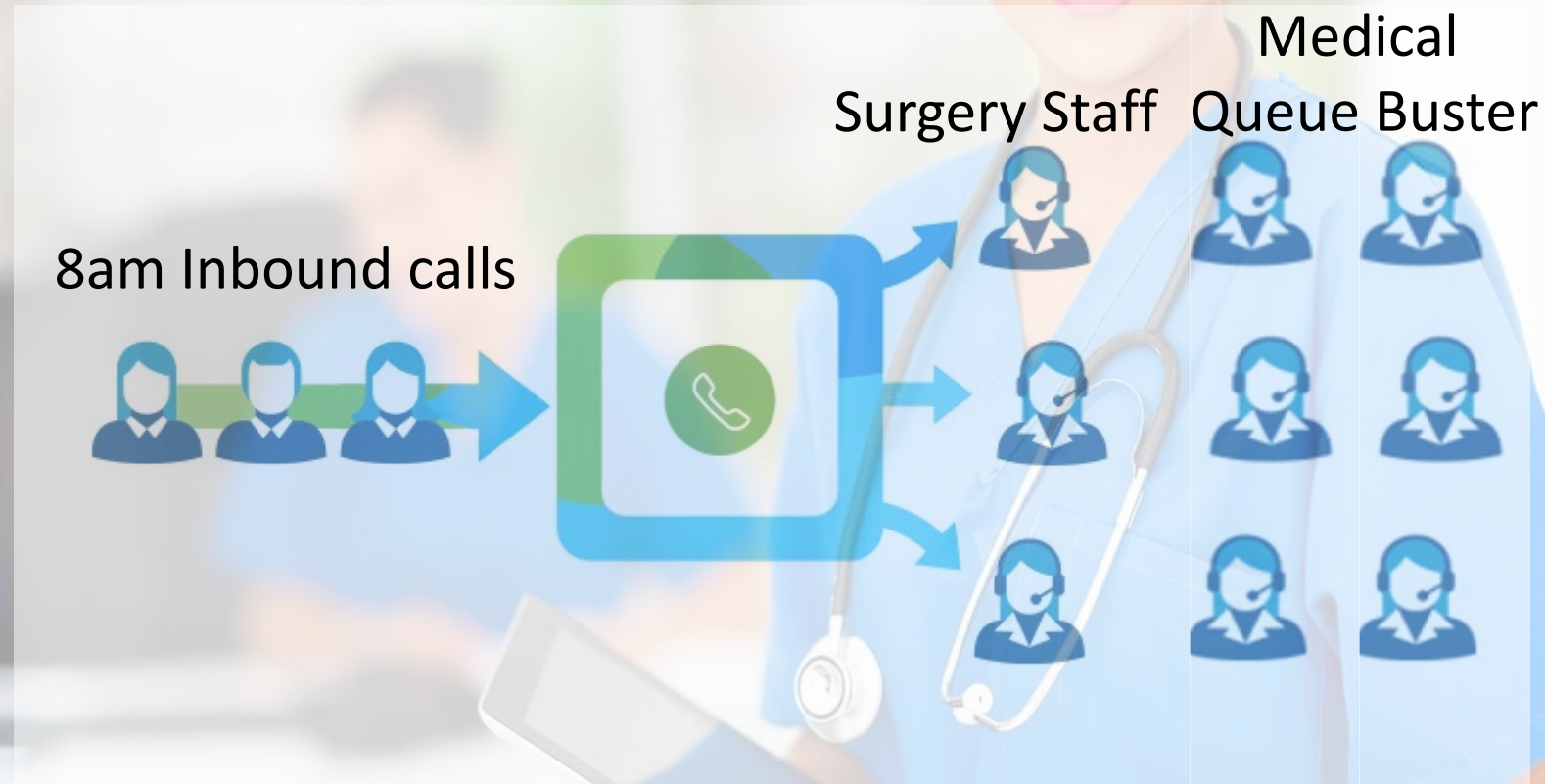
Level 2 – Self Service

Patient option to request call back and not lose position in queue

Level 3 – Human

Patient interaction with surgery staff to book appt / test results/ repeat prescriptions / Covid jobs

Medical Queue Buster Feature



Patient Caller



- Click to dial from Clinical system
- Click to Dial from ANY application on PC
- Speed up dialling saving 35-45 seconds per call on average



Patient Record

- Records all calls inbound and outbound
- Easy search and playback patient calls
- Settles disputes quickly and easily
- Proof of what was said
- Replay for bad quality calls or language barriers
- New staff training
- Fully encrypted and admissible in a court of law

Patient Report – Live Dashboard

Realtime Distribution Dashboard

Queue	Agent	State	Duration	Caller ID	Filter	Queue	Penalty	Last in Call	Calls	Actions
53	Agent/595	Outbound Call	00:00:09	334 Natalie Stein			1	No info	0	
53	Agent/420	Not in use	00:00:00				1	No info	0	
Queue	Agent	State	Duration	Caller ID						
54	Carlos Zuniga	Not in use	00:00:00							
54	Agent/589	Not in use	00:00:00							
Queue	Agent	State	Duration	Caller ID						
55	Agent/631	Outbound Call	00:14:42	733 Sandra Sa						
Queue	Agent	State	Duration	Caller ID						
56	Agent/631	Outbound Call	00:14:42	733 Sandra Sa						
56	Agent/103	Not in use	00:00:00							
56	Agent/471	Not in use	00:00:00							
56	Agent/420	Not in use	00:00:00							
56	Agent/386	Not in use	00:00:00							
56	Agent/718	Not in use	00:00:00							



GP Video Triage



- Instant appointments for fast diagnosis
- Efficient triage
- No wasted patient travel time
- Flexible and mobile way of seeing more patients

Location Diversity

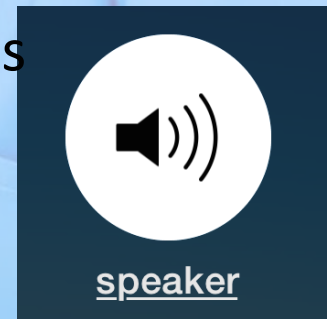
- Doctors and surgery staff able to work from home
- Introduce remote and flexible working
- Work anywhere from any device
- Mobility between consultation rooms
- View live presence availability
- Fully contactable and able to call, chat or video call remotely



Hygiene Solutions



- W Air Medical Handset
- Anti Bacterial coating
- Designed for Medical
- IP65 rated
- Handset Speaker buttons
- Handsfree phones
- Prevent Virus spreading



Staff Safety

Parkside Medical Centre: 'Serious incident' after eight patients attacked

Police arrest man on suspicion of multiple assaults after incident at doctor's surgery

Eight people attacked at GP surgery causing lockdown

Comment



Jen Mills

Monday 20 Jan 2020 1:50 pm



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GP staff taught self-defence as patient violence fears

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Abuse and assaults on ambulance staff 'up by a third'

Three-quarters of doctors have been threatened at work

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Man assaults four patients and four staff are attacked in 'major incident' at medical centre

How can technology help?

- Video door phones
- Secure Remote door release
- “Panic” Single press button
- Instantly calls a security team
- Call recording admissible in court

ABUSE

Verbal and
physical abuse

Aggressive,
offensive,
intimidatory or
disrespectful
behaviour

WILL
NOT BE
TOLERATED

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