

THREE WAYS CLOUD COMMUNICATIONS CAN BENEFIT YOUR DENTAL PRACTICE

IMPROVE PATIENT EXPERIENCES, STAFF PRODUCTIVITY, AND OPERATIONAL EFFICIENCY – ALL WITH ONE COMMUNICATIONS PLATFORM

Providing outstanding patient care is a top priority for dental practices. But as patient needs and expectations evolve, practices must evolve as well. Patients want quick answers to questions and convenient access to dental care. When supporting the growing needs of patients, dental practices need to enable office staff to operate as efficiently as possible, fielding questions from anywhere and providing the information and services that patients need.

A fully integrated cloud communications platform goes a long way toward improving the patient experience and engagement – regardless of whether patients are in the examination room or sitting at their kitchen tables. Empower dentists, hygienists, and staff to collaborate effectively – before, during, and after each visit – all while meeting security, compliance, and privacy requirements. In the process, you'll increase the productivity and efficiency of staff and operations, which will improve the patient experience.

Let's take a look at some common use cases for most dental practices, along with the benefits and capabilities needed to implement each.

DELIVER EXCEPTIONAL PATIENT CARE

Address patient queries quickly and efficiently.

When your patients have questions or need help, you want to give them the right information – quickly and hassle-free. No one wants to wait on hold or be passed around to multiple departments. To maximize every interaction, dental practices need to transform their communications platform to ensure superior responsiveness for every patient, every time. This means easy, accurate, and prompt answers to patient inquiries, as well as proactive appointment reminders, outreach, and follow-up.

When you adopt Elevate, you untether your staff from old technology. With our single, integrated cloud communications platform, staff can handle any volume of inbound queries across multiple channels, supported by integrated phone, chat, text, video conferencing, screen sharing, and more. Choose Elevate to provide the seamless digital care and support that your patients deserve.

Benefits



Engage patients through any channel

Engage patients or caregivers through their preferred channels, moving easily between integrated phone, chat, text, video, call center, email, and secure file sharing.



Answer patient queries fast and effectively

Field patients' queries quickly and answer their questions the first time with effective call routing. Minimize wait times and transfers with interactive voice response (IVRs) and intelligent routing.



Send timely reminders

Assist patients with proactive communications via dynamic notifications. Minimize appointment no-shows by setting up timely, repeatable appointment reminders, and deliver automatic prescription refill notices and other alerts – all via voice, text, and email.



MAXIMIZE STAFF PRODUCTIVITY

Work from anywhere with integrated, mobile communications

You want your dentists, hygienists, and staff to be as productive as possible – whether they're in the office or conducting virtual exams from home. This means empowering your employees to connect with patients and colleagues – before, during, and after each appointment – on any device, through any channel, from any location.

Elevate, our integrated cloud communications platform, makes it easy. Our feature-rich set of tightly integrated and intuitive cloud solutions lets your staff easily manage high call volumes, share documents and files, conduct video calls, and log important interaction details.

Benefits



Work from anywhere

Our integrated cloud communications platform enables your staff to stay connected regardless of location. Use our Mobile App to easily answer and route calls between dentists, hygienists and staff.



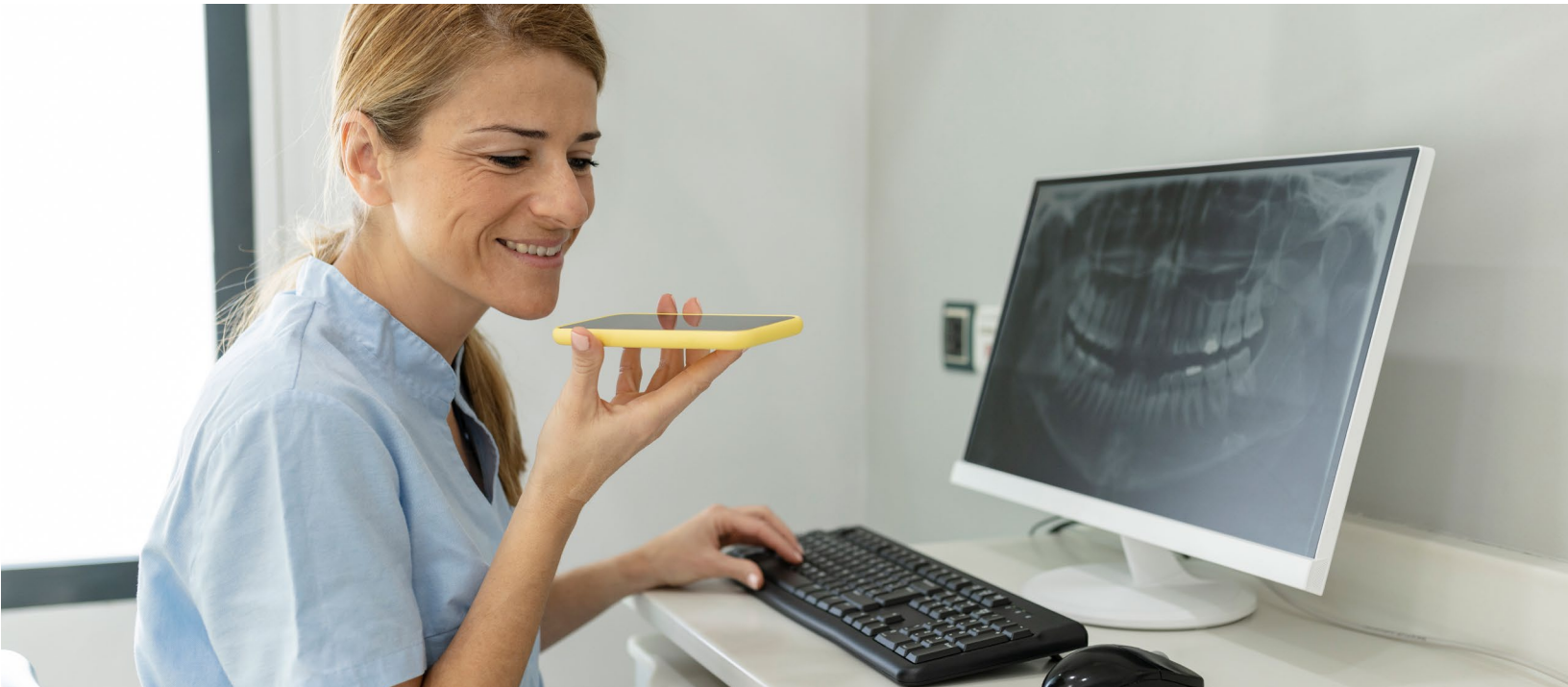
Support virtual visits with video conferencing

Virtually interact with patients through easy-to-use high-definition video, screen sharing, collaboration features, and secure file sharing.



Work smarter, not harder

With integrated phone, chat, video conferencing, screen sharing, and file backup, your staff can switch seamlessly between communications channels and spend more time caring for patients and less time on administrative tasks.



IMPROVE OPERATIONAL EFFICIENCY AND SECURITY

Easily scale and flex as your patients' needs change.

Just as landline home phones are household relics, on-premises phone systems for dental practices are outdated, expensive to maintain, and hard to move.

Investing in a cloud communications platform empowers dental practices to dramatically increase operational efficiency while protecting data privacy and security. If you have plans to expand staffing or move locations, our cloud communications platform makes it easy to scale in a budget-friendly manner without rewiring or purchasing new on-site hardware – and it's secure and reliable for all your staff and patient communications.

Benefits



Operate with HIPAA-compliant security

Our services are designed to meet the privacy and security requires for Protected Health Information (PHI), including HIPAA and PIPEDA compliance, HITRUST certification, communication and recording encryption, roles-based authentication, and more. Patient data is private and protected in our secure cloud.



Save money

Enjoy one flat rate for all our calls nationwide with a range of services like internet fax and conference calling – without the complexity of multiple bills. Say goodbye to hidden landline costs for upgrades, maintenance, and support.



Scale and flexibility

Our cloud-based communications platform is easy to scale and manage. Add temporary staff during periods of higher call volumes and expand your talent pool to non-local markets. If you need to expand or move locations, it's simple to create a new account, port numbers, and drop ship new phones – all from a central account.

Contact us today to discover how a fully integrated cloud communications platform can help your dental practice thrive and grow.

QUESTIONS? CONTACT US TODAY!

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