

A Closer Look at Jordan Health Center

XTS with PathFinder and Discovery ACD^{Plus}

200 Ports, 1 Location



Concerns

Since 1985, Jordan Health Center has provided outpatient health services to clients in Rochester, NY. Located in an urban area of the city, our Center's phone system was antiquated with limited capabilities. Major communications issues we identified included equipment reliability, call processing, and message receipt and delivery.

Equipment reliability was a real problem. Not only was the system old, the hardware was undependable and service and support was just not acceptable. Since we did not have voice mail, patients had to rely on the administrative staff to handwrite messages and physically deliver them to the intended party. This often resulted in lost and undelivered messages. With budget constraints dictating a limited staff, we needed to redirect our administrative staff to focus on more crucial tasks like patient assistance rather than handling time-consuming, routine tasks like taking messages. An equally troubling concern was the phone system auto attendant's inability to accommodate the growing base of multi-lingual clients who needed to call in to schedule physician appointments and other healthcare related needs.

It reached the point where even local community leaders complained about the less than adequate telephone call support at our publicly funded Center. A complete review of the Center's communications plan was needed to better facilitate our patients as well as improve our image in the community.

Impacts

Patients rely on Jordan Health Center's staff to be available quickly and to provide courteous care at all times. The inability for us to manage based on staff requirements and patient needs was a huge detriment. It was obvious that a solution was needed to enable the staff to perform their work more efficiently.

In addition, calling activity into Jordan Health Center is heavy and continuous. Our patients' needs are for a wide range of services. Dialing into the old phone system provided little flexibility in auto attendant menu options. It was hard to reach the right department and our Spanish-speaking patients had great difficulty in communicating overall. Understanding traffic flow for frequency and volume was viewed as a major problem that grew worse within increased demands. We knew we had to reach a point where our patients could easily navigate the phone system to reach the various departments within the Center without having to rely on a live administrative staff person to always answer the phone.

Therefore, we set out to find a new equipment and services solution that would enable us to implement the right blend of technology, at a price we could afford, with a package that would allow for growth, new applications and excellence in service and support.



Solutions

After meeting with several integration companies, we chose ICS Telecom Inc., located in Rochester, NY. ICS Telecom, who installed Vodavi's XTS network solution, invested the time and effort necessary to bring forth a recommendation that delivered the right combination of new technology, expandability and management tools to meet the our communications and budgetary objectives. Each department within the Center was met with to discuss their individual needs and possible solution for improving patient satisfaction, efficiency and health care provided.

The XTS or eXpandable telephone system is based on a compact, stackable architecture that gives business customers' of all sizes access to a wide array of useful communication features and the ability to preserve capital investment by growing their XTS rather than replace it as business needs adjust. The XTS provides solutions from 2 to 600 ports and supports key applications such as unified messaging, networking, CTI, ACD and VoIP.

Other Vodavi products installed into the network included a 16-port digital Pathfinder system with auto attendant/voice mail, the Discovery ACDPlus reporting software and a mix of phone model types such as 30-button digital sets, 8-button digital sets and single line analog phones.

The digital Pathfinder solved a lot of the Center's call handling problems. The system, which has English and Spanish auto attendant prompts, was programmed with simple menu-driven prompts to cater specifically to our patients needs. Once the auto attendant/voice mail system was in operation, we saw an immediate drop in the number



of calls that staff had to physically answer to be redirected to correct extension or to take a message. The Discovery ACD software has allowed us to monitor callers in a queue that need to talk with an operator. The ACD reports allow us to monitor trunk usage that has resulted in cost savings from reducing the number of trunks into the Center. Finally, the contact center ACD reporting had delivered tremendous improvements that now help us to identify staffing requirements and understand trends such as busy hours, flow, etc.

Benefits

- Improved communication among staff
- Improved employee motivation and productivity
- Improved call handling that has resulted in enhanced patient satisfaction, efficiency and health care provided
- Improved community image
- Reduced service issues with single vendor solution
- Ability to quickly adapt to business conditions such as need for bi-lingual support
- Installation of industry, reliable phone system that easily adjusts as business needs change

"We are very pleased with the Vodavi solution recommended by the ICS Telecom staff. Without affecting client care, the installation went smoothly and it is amazing all the new functionality we now have access to with our new phone system. Specific areas of improvement that has allowed our business to function more efficiently are the user-friendly auto attendant/voice mail system with English and Spanish prompts and greetings, the ACD reports that let us answer patient calls requiring real-time attention, the ability to monitor the activity of department operators and trunk usage for savings. The Vodavi XTS system has delivered everything we asked for and more."

Robert D. Sanders, President and CEO, Jordan Health Center

Vodavi Authorized Dealer: ICS Telecom – 800-836-7424



Traditionally known as the industry leader in affordable communications solutions for small business, Vodavi has expanded its product and scope to allow a large marketplace to take advantage of the same expertise our smaller customers have enjoyed for over 20 years.

Today's Vodavi delivers diverse communications solutions that serves a wide range of applications from small business to the medium-sized enterprise. Take a closer look and see how our multi-site communications networks offer the best **value** and **performance** on the market today.

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