

The Early Hospital Call Center

- Traditional Call Handling Functions:

- Answer incoming calls
- Forward to the correct person

- Traditional Call Handling Tools:

- Binders
- Post-It notes
- Bulletin boards
- Rolodex
- Whiteboards
- Paper calendars
- Calling trees
- In/Out board
- Magnetic board



Today's Hospital Call Center Functions

- Traditional call handling
- Communicating to a highly mobile workforce
- Physician answering services
- Physician consult requests
- After-hours call handling
- Patient transfers
- Paging/messaging
- Critical code calls
- Alarm management
- Triage
- Nurse call
- Patient monitoring
- Appointment reminder
- Physician referral



Today's Hospital Call Center Tools



- Consoles
- Web-enabled applications
 - Directory services
 - On-call calendars
- Call recording software
- Speech recognition
- Emergency/mass notification solutions
- Paging/messaging systems
- Triage software

Today's Hospital Call Center Environment



- Regulatory issues
- Increase productivity
- Cut costs
- Improve patient satisfaction
- Improve clinician satisfaction
- Quality of patient care and safety
- Profit center vs. cost center
- Working on reimbursement
 - From insurance
 - From other departments

Questions to Consider

- How do you cost justify adding new technology?
- Evaluating/determining which technologies are needed
 - What are the overall goals of the hospital? Of the call center?
 - What is the current role of the call center? Future roles?
 - Which tasks/responsibilities consume the most time for operators?
 - Will the technology improve staff efficiency?
 - Will the technology improve patient care and safety?
 - Will the technology meet regulatory standards? HIPAA? Joint Commission?