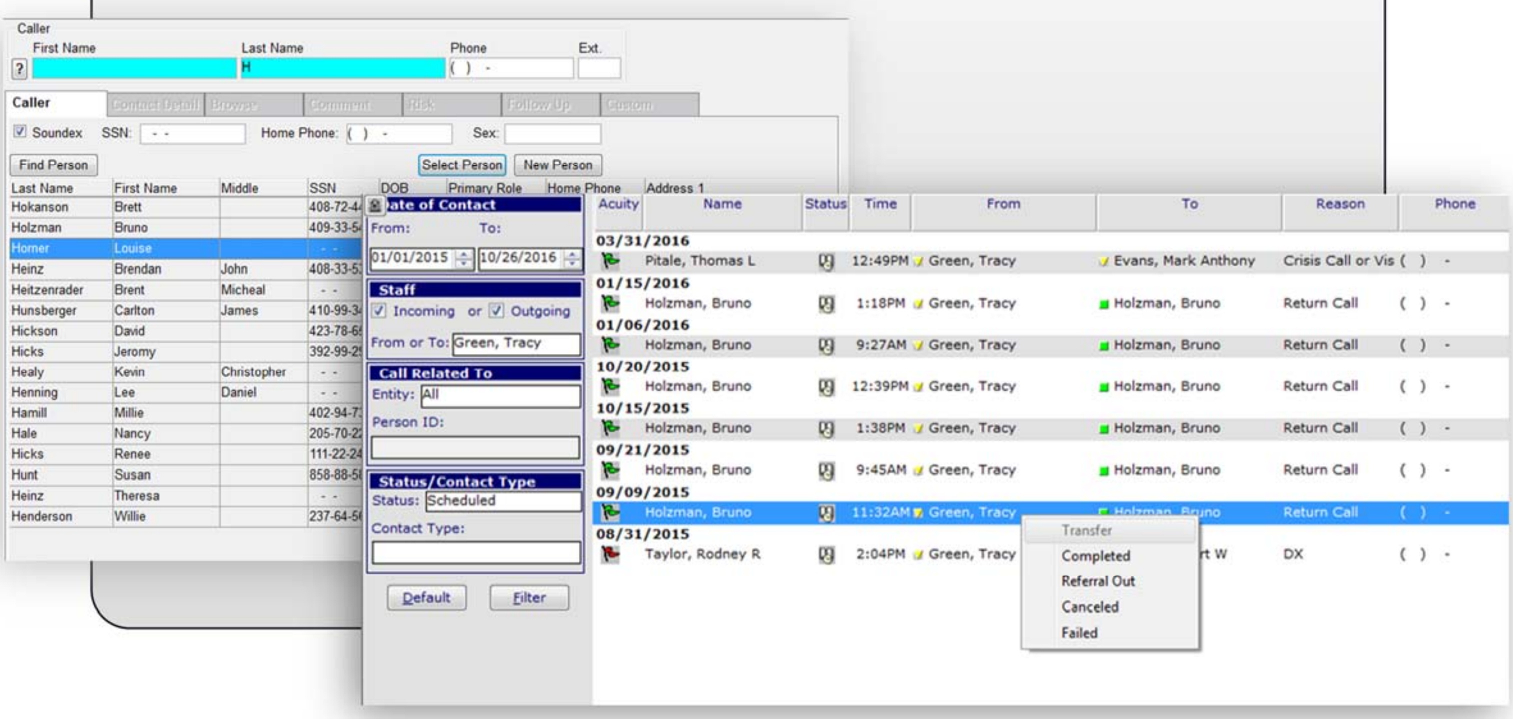
PsychConsult® Provider

Call Center/Contact Manager

Efficiently managing calls and contact information streamlines operations and improves care. With Call Center and Contact Manager, staff members can focus on the caller and the interaction, not on the application. This centralized, intuitive tracking tool allows staff members to capture relevant information about every caller and populates the information throughout the application. Practitioners and administrators can quickly access the information they need to deliver timely, effective care and allocate resources efficiently.

- Reduce duplicate data entry by automatically populating information captured in Call Center throughout PsychConsult.
- Search for existing records using Soundex or by alpha/character search.
- Collect extensive information on each call including acuity, duration, and resolution.
- Conduct triage using risk assessment and embedded tools.
- Track referrals and all correspondence.
- Schedule follow-up calls with automatic reminders to staff members.
- Access calls and associated details in multiple views.
- Document call details for “non-consumers” with the ability to attach history when the consumer record is created.



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