



Atlantic Health Systems

Implementing a Comprehensive Call-Handling Solution with IntelliDesk, Amcom Speech, and IntelliWeb

OVERVIEW

Three million residents of eight northern and central New Jersey counties depend on Atlantic Health Systems (AHS). Universally known as Morristown Memorial Hospital and Overlook Hospital, AHS is backed by world-class physicians, procedures, and technologies. As a long-standing good neighbor, AHS provides corporate and community programming such as early detection screenings and health education.

Prior to going to RFP, AHS staffed 20 full-time operators and 20 part-time operators. AHS' telecommunications platform is an AVAYA® IP servicing patients, staff, and physicians at three hospitals and one business center.

THE CHALLENGE

AHS wanted to provide the main answering position with a comprehensive, enterprise-wide directory solution accessible using an operator console. The solution had to allow for centralized attendant service and provide paging and access to on-call schedules. AHS also wanted to implement a speech-based auto attendant to provide 24/7 directory service. The system had to be updated automatically using HL7 and have the capability of replication, thereby allowing each site to process calls for each other. Finally, the system needed to provide Web access to both directory information and on-call schedules while allowing for departmental administration of on-call scheduling.

THE OBJECTIVE

AHS had several objectives in mind when evaluating a comprehensive call handling solution:

- Deliver the option for centralized call handling to service multiple locations
- Provide 24/7 directory assistance
- Increase the reliability and accuracy of physician messaging
- Provide operators more time to handle non-routine calls
- Increase internal and external customer satisfaction
- Reduce duplication of administrative efforts

THE SOLUTION

AHS went through an extensive RFP process and selected Amcom Software¹ to deliver a comprehensive call handling solution consisting of the Amcom Software™ IntelliDesk™ operator console, Amcom Speech™² speech recognition solution, and IntelliWeb™³ directory access. The company was chosen because of its ability to deliver an extremely flexible solution that could address the individual needs of each AHS site while being completely integrated.

¹ Amcom Software, Inc. bought SDC Solutions in February 2009. All references of SDC have been changed to Amcom.

² Amcom Speech was formerly known as IntelliSpeech. All references of IntelliSpeech have been changed to Amcom Speech.

³ IntelliWeb was formerly known as WebServices. All references of WebServices have been changed to IntelliWeb.

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THE RESULTS

Currently, Amcom Speech is processing an average of 30,000 calls per week for all AHS sites with a transaction completion rate above 95 percent. Although the volume of calls to the main answering position has been dramatically reduced, AHS made the decision not to reduce their staff. Since installation, AHS operators now have more time to concentrate on providing a higher quality of service to patients, staff, and physicians alike. Time spent administering to database changes and on-call scheduling updates has been significantly reduced, and the accuracy with which staff are able to reach on-call physicians has increased.

