

The Medical Answering Service Specialists



call management
resources

CallCMR.com • (800) 475-7300



Answering Medical Calls for Over 62 Years

Answering services for doctors have been around for about as long as doctor's offices have had phones. As a matter of fact, at Call Management Resources, we've been answering calls for medical practices large and small for over 62 years.



Think an answering service is only good for after-hours answering?

Think again...

Over our long history in the medical answer business, we've seen the answering service needs of medical practices change from paper-based messaging to HIPAA-compliant phone apps. Not only have the modes of message delivery changed, the applications we have developed to enhance the productivity of the modern medical office have grown exponentially.

A modern answering service can be a vital partner for your daily office operations, creating efficiencies and saving you time and money.



Services beyond the traditional after-hours answering service



Full-time virtual receptionist services

The receptionist desk at a medical office can be a staffing nightmare and a major cost center for any office. Many practices are moving from after-hours answering to full-time virtual receptionist services. An answering service like Call Management Resources can scale with your call volume and you never have to worry about call-offs or training new staff.

Secure, HIPAA-compliant patient information integration

While our call center agents are trained to take the most accurate information, your calls can be processed faster and with more ease for the patient when we have access to your patient database. Once we confirm information based on HIPAA requirements, we can pull all information needed on the caller so that contact information is accurate and the caller does not have to repeat information that you already have.

Appointment scheduling

Can your answering service access your scheduling system? With modern API's, we can call to confirm appointments, schedule and reschedule patients and access information within your scheduling software.



Intake information gathering

Taking information over the phone for new patients can tie up valuable staff time. Call Management Resources can do new patient intake for you, day or night, gathering all of the information you need, qualifying insurance coverage, and all at the convenience of your new patients.

Decision tree information lines with custom scripting

Are you experiencing calls regarding potential symptoms of COVID-19? Do you need to give out information based on questions answered by your callers? With our custom scripting, we can handle the most complex of decision trees and deliver information to your caller or triage calls and transfer only the most pressing calls to your office.



Complex on-call scheduling

Have a complex on-call schedule with many changes throughout the week? Or cascading steps depending on who is available? With Call Management Resources' online client interface, you can change on-call schedules in real-time and utilize our expert account managers to help build the best system to suit your practice's unique needs.



Reduce overhead and increase efficiency

Physician's offices are realizing the benefits that modern answering services like Call Management Resources can bring to their busy practices. By outsourcing many of the functions that expensive, in-house receptionist staff have done in the past, your office can partner with Call Management Resources to reduce overhead and increase efficiency within your practice.

Call Management Resources

Fun Facts

- ★ We answer over 4 million calls per year.
- ★ Our average client stays with us for 12 years.
- ★ Approximately 100 employees work for us and are expertly trained through 4 levels of training.
- ★ Over 500 companies trust us to answer their calls.
- ★ Our goal is 100% agent accuracy and we incentivize bonuses based on accuracy and customer care.
- ★ 35% of our call center agents have been with us for more than 5 years!



About Call Management Resources

Call Management Resources has been providing answering service and call center solutions for over 62 years. While other businesses have come and gone, we have maintained a trusted partnership with our clients by understanding the industries of our clients, anticipating needs and recommending innovative solutions.

We are an industry leader by providing the highest customer service, advanced technology and the most experienced call center agents.



Our Agents



The heart of any call answering business is the agent answering the phone and we have some of the best agents in the business.

After thorough testing, Call Management Resources moved to a remote working environment for a majority of our call center staff over 5 years ago. This has enabled us to attract the highest caliber agent and retain talent that would have been unavailable if we were recruiting in a single location. It has also made for happier, more productive agents and happier agents give better customer service to callers.

Capabilities

- ★ Live Agent Answering
- ★ Overflow Answering
- ★ Attendance Management
- ★ Live Transfer or Call Patching
- ★ Dispatching
- ★ On-Call Answering
- ★ Email Paging
- ★ Claims Processing
- ★ Virtual Reception
- ★ After Hours Coverage
- ★ Appointment Setting
- ★ Interactive Voice Response (IVR)

**Our key capability is working with you
to design a solution that is custom fit
for the needs of your practice.**

Contact Call Management Resources today and let one of our answering service and call center solutions experts discuss ways that we can delight your patients, streamline your practice's processes and improve your bottom line.

**Missed Calls Cost You Money.
Answered Calls Make You Money.
We Answer Calls.®**



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