

Evaluating a Medical Call Center



Protocols and Content

Yes

No

1. Uses national, standardized Schmitt-Thompson protocols.

2. Options for Office Hours and After Hours Protocols.

3. Protocols are updated annually, and whenever urgent updates are released.

4. Ability to add customized protocols.

5. Medication dosage charts.

6. Ability to access and export data analytics.

7. Email/text Schmitt - Thompson educational pdf handouts and care advice.

8. Training by triage professionals.

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Technology

Yes

No

1. The software and protocols can be integrated easily with electronic medical records or other health cloud systems such as Salesforce.

2. SOC 2 Type 2 certification for security.

3. Reporting portal for easy access to call volume per location, nurse call volume, protocols and patient dispositions, and more.

4. Software allows custom workflows to fit the needs of your practice.

5. 24/7 IT support for emergencies.

6. Web-based, HIPAA compliant, and quickly available.

7. Backup server for business continuity.