Healthcare Communication: Seamless Solutions for Better Patient Care

Powered by Sangoma and CallMyDoc

Empowering Healthcare Communication

Simplify. Connect. Deliver Better Care.

Effective communication is the cornerstone of delivering exceptional healthcare, and Sangoma's solutions ensure that providers stay seamlessly connected with their patients. By integrating **voice**, **video**, **messaging**, and **virtual agents** into a unified platform, healthcare providers can offer patients timely updates, personalized care, and effortless access to information. Whether it's through **automated appointment reminders**, **secure telehealth consultations**, or **real-time call routing** for urgent needs, our tools are designed to enhance patient trust and satisfaction.

Key Benefits

Improved Patient Engagement

Streamlined Operations

Enhanced Collaboration

Scalability for Growth

Key Benefits

For Providers

> Reduce Administrative Workload
> 24/7 Availability
> EHR Data Integration
> Data Analytics
> Automated Triage
> Scale Easily
> Manage High Call Volume

For Patients

> Improved Patient Satisfaction
> Localized Care
> Better Quality of Care
> Patient Confidentiality

For Administrators

> Advanced Reporting and Analytics
> Scale to Meet Growing Demands

✓ Adapt to increased call volume

✓ Automate tedious routine tasks

✓ Accessible multi-language support

✓ Protected with HIPAA

✓ 24/7 fast response times

Transforming Patient-Centred Care

Healthcare Demands Reliable Communication

Why Choose Sangoma?

At Sangoma, we understand the unique challenges healthcare providers face. Our robust Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions empower healthcare organizations to streamline communication, improve patient experiences, and enhance team collaboration.

Seamless Communication

> Unified platforms for voice, video, and messaging.

> Instant access to patient information and appointment details.

Virtual Agent Support

> Automate appointment scheduling and reminders.

> Handle overflow patient calls with ease using AI-powered virtual agents.

Emergency Ready

> Priority call routing during critical situations.

> Automatic patient call-back.

> " As a busy healthcare provider, managing high call volumes has always been a challenge. Sangoma's communication solution seamlessly integrated with CallMyDoc and our EHR system has transformed our operations and patient experience. It's like adding additional staff to efficiently handle patient inquiries while ensuring providers have instant access to patient charts.

Marissa Decker, Office Manager │ Swor Women's Care

SWOR
WOMEN'S CARE

Powerful Features Designed for Healthcare Providers

Key Features

Phone System for Healthcare
- HIPAA-compliant communication tools
- Integrates voice, video & messaging

EHR Integrations via CallMyDoc
- Intelligent call routing
- Voicemail transcription
- 24/7 patient response

Telehealth Support
- Secure remote consultation
- Multi-device access ensures on-the-go connectivity

AI-Powered Virtual Agent
- Reduces call wait times
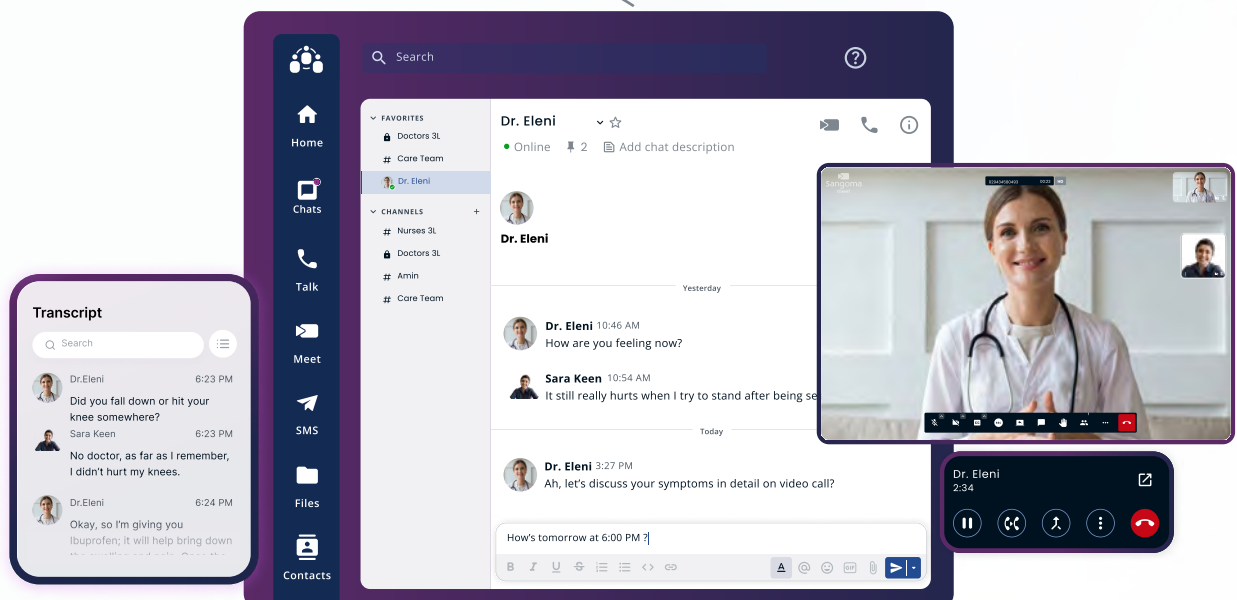- Handles appointment scheduling, reminders, and patient inquiries

Real-time Analytics
- Monitor performance
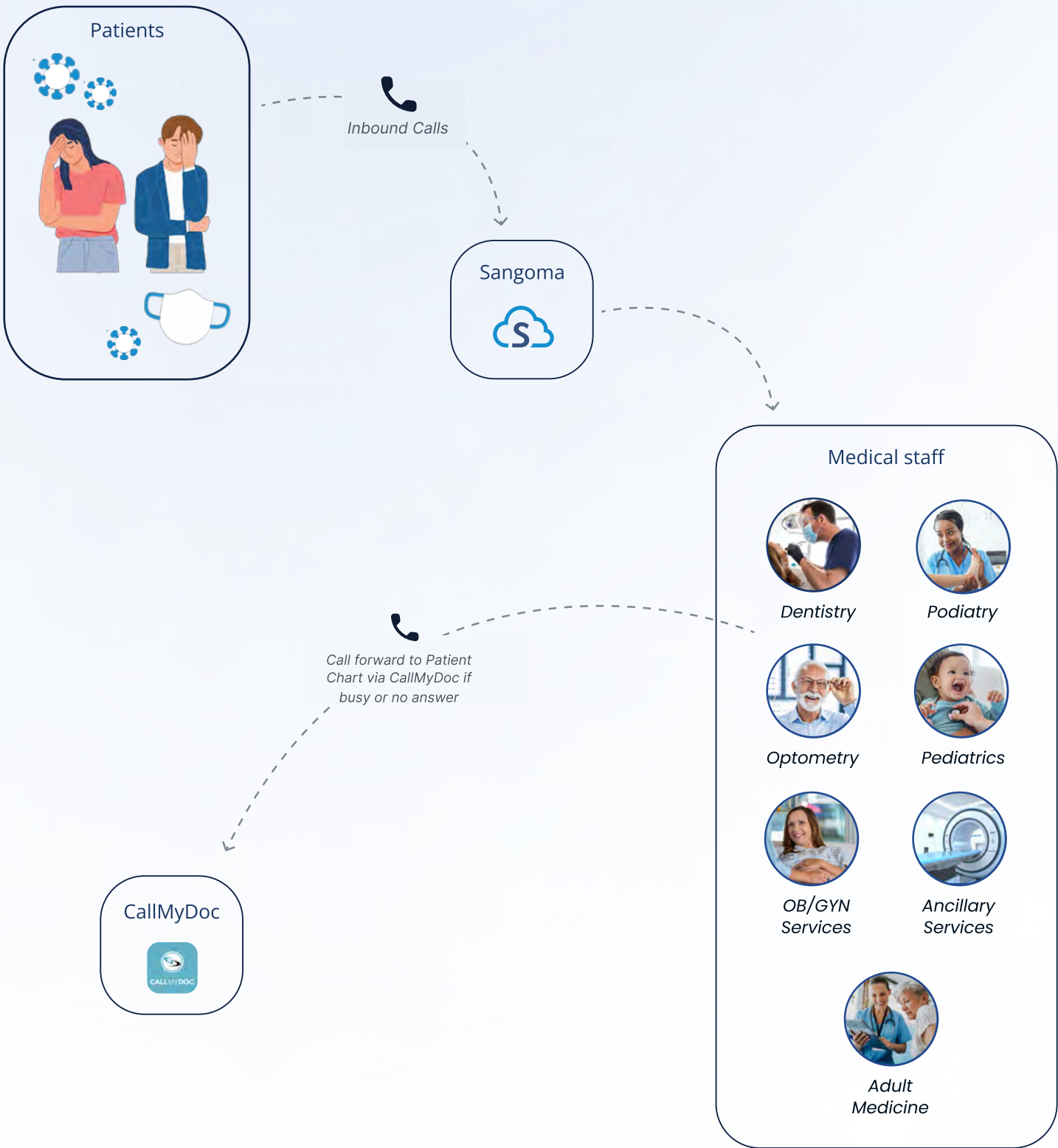- Improve patient service with actionable insights

Emergency Alert System
- Urgent notifications
- Overhead paging

Healthcare Communication Solution

How does it work?

Patients

Inbound Calls

Sangoma

Call forward to Patient Chart via CallMyDoc if busy or no answer

CallMyDoc

Medical staff

Dentistry

Podiatry

Optometry

Pediatrics

OB/GYN Services

Ancillary Services

Adult Medicine

Ready to Elevate Your Healthcare Communication?

Discover how Sangoma's innovative solutions can streamline your workflows, enhance patient engagement, and empower your team to deliver exceptional care.

Request a demo   Talk to an expert

Contact Us

Call us at **1-877-344-4861**

Visit us at **sangoma.com/healthcare**

Sangoma