



ANSWERING SERVICE



## INTRODUCING SUPERIOR ANSWERING SERVICE SOLUTIONS FOR HEALTH CARE PROVIDERS

**Patient needs are complicated. As a medical professional your time is valuable and having an answering service for medical offices that specializes in patient care requirements matters.**

Now there's an answering service for medical offices and facilities that lives up to the promise of what a fully integrated, secure solution can do to connect healthcare providers and their patients.

Southwest Answering Service is a single-platform, HIPAA-compliant contact center that offers unparalleled service providing tools to help you stay connected, 24/7/365. Southwest Answering Service offers dedicated medical answering service, patient communications, secure messaging and on-call scheduling all in a HIPAA compliant and professional manner. Allow yourself to fully focus on patient care while staying connected within your facility and with your patients.

### **WE ARE A DIFFERENT KIND OF ANSWERING SERVICE**

Constant communication is the glue that holds your operations together. Created for medical offices, physicians, hospitals and healthcare providers, our uniquely designed secure answering service solutions manage all activity from escalation procedures for specialty groups within hospitals to physician and clinic answering and message management services, day and night.

## How Southwest Answering Service increases your facilities efficiency and savings

- ✓ **Secure Message Delivery:** Optimize messaging delivery based your schedule and patient needs.
- ✓ **Real-Time Call Transfers:** Emergency on-call and live transfers, hold for office, consults and facility needs call delivery, and more.
- ✓ **Faster Implementation:** Web-enabled portal providing access to message data and on-call schedule 24/7.Editing capabilities allow for immediate changes in message escalation.
- ✓ **Increased Message Visibility:** Multiple message delivery options including secure text messaging application, phone/voicemail, patch with live transfer, pager, email and fax.
- ✓ **Independence and Empowerment:** Configure and customize your protocols to your requirements ensuring your on-call needs are met.
- ✓ **IT and Telecom Infrastructure:** We invest in the latest and best in class telecom infrastructure with redundant systems.

### Built for industry pros by industry pros

The Southwest Answering Service team is comprised of some of the most experienced leaders in the healthcare answering service industry. We tailor our programs to your needs—from customizing message delivery by users and their preferred device to creating unique escalation procedures across multiple user groups. Our systems offer multiple redundancies and all communications are handled within our secure facilities so you can be sure of 100% quality and security control.



While the competition is wrestling with obsolete tools, you can leverage the power of our medical answering service expertise to lower your operating costs, speed up your tasks and make life easier for your team and partners!

### Proven, Trusted and HIPAA Compliant Facilities

To help keep up with ever-evolving HIPAA compliance requirements, leading healthcare organizations across the U.S. rely on Southwest Answering Service for secure and compliant messaging management and phone answering services.

**POWERFUL. FEATURE-RICH. FUTURE-READY.**

*Free Up Your Time To Focus On What You Do*

Call Southwest Answering Service at 1 (800) 277-4282 to learn more  
or go to [SouthwestAnsweringService.com](http://SouthwestAnsweringService.com).