



Patient Calls Matter

Your patients are important. They need to reach you in their time of need. A Superior Answering Service is here 24/7/365 for your patients. We will handle their call with the utmost care and concern.

HIPAA Compliance very important to us. We have updated our technology to be able to service the Medical community and protect your information.

You specify which calls need your immediate attention and which calls can be handled the next business day. Our up-to-date technology allows us to relay calls to you in a secure, timely manner.

Secure HIPAA Text Messaging:

- You receive a link via text to your smart phone
- The link takes you to our secure server login.
- Once logged in, you can view your message securely. Options are available to send us a response, or mark the message "delivered".
- Once delivered, we cancel any further dispatch
- If message is not confirmed, we will continue to relay message via phone call, etc. We can proceed down a list of staff, if necessary.

Direct Agent Phone Call:

- If text messaging is not for you, we can reach you by direct phone call.
- Agents can follow specific instructions on how to reach you.

Web Portal Message Retrieval:

- Your office staff can login to our web portal and view or print all messages for the last 365 days.
- Access new messages holding for a return call
- Access to after hour messages, with information on how and to whom they were relayed.

On Call Scheduling via Web Portal:

- Your office staff is in control of the on call schedule 24/7/365
- No more faxing or emailing schedules
- Login to our web portal using your secure login/password
- Enter your On-Call Schedule and change when needed
- All changes are automatically updated in our system



Need More?

Telephone Appointment Reminders

Let us save you time and schedule those appointment reminder calls. We have an automated system to reach out to your clients and remind them of their appointments.

Customized recordings available for any office. Clients have the option to confirm, cancel, schedule or reschedule appointments.

Customized Reporting

Customized reports are available. Many offices keep documentation of their calls. We can make the information you need available via download on our Web Portal