

Health Trends

Answering The Call For Doctors On Call

(NAPSA)—Doctors and their patients are finding safer and more timely ways to communicate vital medical information after office hours are over.

The Situation

It all started when three doctors decided to challenge one of the biggest reasons for strained doctor-to-patient communication—mishandled, lost and embarrassing night calls. Together with a team of technology professionals, they redesigned the entire communication experience.

An Answer

They came up with an intuitive tool that helps physicians better communicate with patients while accurately tracking and preserving after-hours patient calls. It combines the best aspects of talking to a live operator with a sophisticated mobile app that manages calls while relaying medical records, all through a secure, HIPAA-compliant platform.

After hours, at lunch or during peak operating times, medical providers direct how and where calls flow. As providers receive patient calls to their phone, they also receive detailed patient information pulled from the patient's electronic medical records.

The new approach is well received by patients and doctors alike. Oral surgeon Dr. Daniel Quon tried the new system and noted, "When I started in practice, I used a conventional answering service, as there were very few alternatives to choose from. I had complaints from patients regarding how my service handled their calls and several instances when I should have been contacted by my service but was not. MedXCom has provided my office with an excellent alternative and more efficient solution to a conventional answering service, all easily accessible via an app on my iPhone." The Ameri-



Doctors can now help more patients in less time because, with technology, they can easily communicate with, track and preserve patient night calls accurately.

can Association of Oral and Maxillofacial Surgeons and its for-profit subsidiary ASI have recently partnered with MedXCom to offer the service as a member benefit.

Systems like these are important; because they save time and reduce the risk of misdiagnosis, doctors can devote more of their efforts than ever to helping patients.

What You Can Do

When you do see or speak to your doctor, the experts at the National Institutes of Health suggest that there are five steps you should take to get the best care:

1. Write down a list of questions and concerns before you call.
2. Speak your mind. Tell your doctor how you feel, including things that may seem unimportant or embarrassing.
3. If you don't understand something, ask questions until you do.
4. Take notes about what the doctor says.
5. Ask about the best way to contact the doctor (by phone, e-mail and so on).

You may also want to ask whether the doctor's answering service is HIPAA compliant.

Learn More

For further facts, doctors and patients can visit www.medx.com or call (877) 633-9776.