

Grove Hill Medical Center

USING THE XMU+ FOR AUTO ATTENDANT



Overview:

Grove Hill Medical Center handles up to 9000 calls a day at their 9 locations across central Connecticut. They installed an Intermedia XMU+ system at their main location to answer all calls and redirect callers to their many speciality departments.

Problems:

Grove Hill faced numerous problems. First, within their main building, they had 3 separate phone systems (1 running Merlin mail and 2 running Audix) that were becoming expensive and difficult to maintain. Second, each medical department had a different way they wanted their calls handled (some wanted live operators, a few required voicemail, then others asked for calls to be transferred) and the existing system had trouble handling all these different call treatments. Third, the current phone system was having trouble handling the high volume of calls - usually between 7500 and 9000 calls a day. Fourth, Grove Hill was getting more and more complaints from patients and doctors each day saying that calls were getting lost, transferred to the wrong department or not answered at all. And finally, the doctors didn't trust the existing phone system so after hours all 19 departments transferred their phones to an outside answering service and this was costing Grove Hill a large amount of money each year.

Solution:

Seeking a solution to the problem, Carl Labbadia, Grove Hill's IT Director, contacted their local Unify Business Partner, Edward Littleton of CCI, Carousel Industries, who together with his Senior Technician, Phil Wolf, put forth a solution for a Siemens HiPath 4000, with an Xpressions voice mail system and an Intermedia XMU+. Phil had previously installed multiple XMU+ systems for Fallon Clinic locations in Massachusetts so he knew the XMU+ system would be just what Grove Hill needed. It could front-end the Siemens system, answering all calls, offloading call processing, and redirecting callers to the proper department. Carl found Phil a wonderful help and after just 3 days of setup, and no problems, the XMU+ was up and running and Grove Hill has never looked back since.

Benefits:

Carl says the XMU+ has helped Grove Hill in many ways. First, Grove Hill's calls are now getting answered properly and callers are quickly getting to the right departments without getting lost. Second, the system saves them a significant amount of money (paying for the XMU+ many times over) because they no longer have to forward phones to an outside service at night. Third, Grove Hill's staff workload has decreased and productivity increased because staff can focus on work instead of constantly having to answer the calls and help irate patients that had gotten cut off or lost in the system. Fourth, call volumes have decreased as callers are directed to the departments they want on the first call, and don't have to call back many times. And probably the most important benefit of all - Grove Hill's doctors and patients are now happy because they have confidence the phone system is working the way it should be.

"This installation has made me realize that sometimes the simplest technical solution is really the most effective business solution."

Carl Labbadia
IT Director Grove Hill

Grove Hill Medical Center:

Since 1947, Grove Hill Medical Center has been providing exceptional health care services for the whole family. They are the largest privately owned multi-speciality clinic in central Connecticut, and one of the top 3 clinics in New England. Grove Hill has 9 locations with more than 70 physicians practicing 19 specialties including: Audiologoy, Cardiology, Dermatology, Obygn, Endocrinology, Ophthalmology, Rhumatology, Surgery, Pediatrics, Gastroenterology, Internal Medicine and much more.

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