

# Callsurance for Healthcare

Assurance that your patient calls are handled with care



## Monitor Performance

Get real-time gains by tracking how your frontline agents treat your patients—even when you're not there to see for yourself. With call monitoring available anytime, anywhere, you can evaluate patient experience, identify training opportunities, and guard against liabilities.



## Staying Compliant

If you discuss sensitive information over the phone, you must ensure you are compliant with PCI-DSS and HIPAA regulations. Our compliance solutions help you protect your patients, your practice, and your reputation by preventing credit card numbers and other information from getting into the wrong hands.



## Deeper Insights

Our Callsurance solution gives you the opportunity to earn more business and grow revenue. You will receive real-time missed opportunity alerts with detailed notes. Also, scorecards will answer specific questions about your calls which will give you deeper insight to make informed decisions.



## Text Patients

Receive patient satisfaction feedback with automated broadcast text surveys. You can also send appointment confirmations, links, reminders, special offers or alerts. With the data you receive you can make necessary changes to improve patient engagement and decrease readmittance.

**Rx** *Your Business* Name \_\_\_\_\_ **Rx**

✓ Increase revenue with Callsurance  
✓ Measure performance through Callcap's Scorecards

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- Was the agent friendly and professional?
- Did the agent verify patient information?
- Did the agent secure a payment plan?
- What was the result of the call?
- Did the agent thank the patient?

*Callcap* Signature \_\_\_\_\_

Learn more about Callsurance for Healthcare at [www.callcap.com](http://www.callcap.com)

or call 888.2.GET.ROI (888.243.8764)

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