



## Oasis enhance patient service with telephony integration

By JOSEPH ALLBEURY

Oasis has launched a new module for its popular practice management software system that allows integration with the majority of newer model office telephone systems to greatly improve efficiency and customer service.

Oasis Telephony intercepts the caller ID of any incoming calls to a practice and automatically searches the patient database for a match, all before the phone is even answered. If the caller's phone number is in the database, it displays the patient's name on any Oasis screen in the practice.

"The big advantage of Oasis Telephony is that no matter how large your database of patients grows, Oasis will automatically find the record instantly before you even pick up the phone," said Dr Im Jai Ling, who practises in the Melbourne suburb of Richmond.

"You don't need to answer the phone and then ask the caller their name and how to spell it. Now we pick up the phone and in the majority of cases, know who it is before they even speak! It's a big time saver if you have a lot of patients with difficult names."

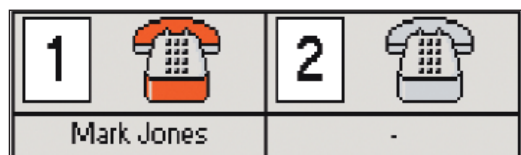
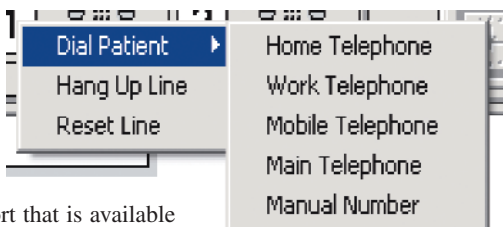
Dr Ling has a Panasonic PABX with two lines and six extensions. They have four Oasis workstations and the telephony functions are available from them all. The Oasis Telephony server connects to the network port that is available on most newer model PABX systems. The Server then runs software to communicate with the phone system.

When Oasis receives the call details, it searches four different telephone number fields in the patient database for the phone number and will display the match on screen. The telephone icon then lights up on the screen and you can see the patient's name appear. You then simply click on the telephone to see that patient's full records.

You can see the patient's name, whether



Ln#	Date	Time	Phone No	Details
01	29-04-2004	13:40:18		Waiting For Call
02	29-04-2004	13:40:18		Waiting For Call
03	29-04-2004	13:40:18		Waiting For Call
01	29-04-2004	13:40:24	0398731133	Incoming Call



they're calling from home or work or elsewhere, their scheduled appointments and any other data related to that patient that is in your Oasis system.

In addition, when you want to dial out, you click on the line number and choose the patient's telephone number. Oasis will transmit the request to the Telephony Server and dial the number for you automatically. This avoids errors caused by mis-keying numbers as well as increase overall efficiency.

"Oasis Telephony has made a big difference to our practice and enhanced the relationship we have with our patients," Dr Ling said. "It has allowed us to deliver a new level of customer service as well as increasing our efficiency and productivity. It's a very powerful addition to our practice and I would highly recommend it."

For more info, contact Oasis on (03) 9873-1133.