

Medical Office: Cbeyond with Voicemail Outperforms Traditional Answering Service

Piedmont Rheumatology, before Cbeyond

- Multiple providers with no service integration
- Problems with local telephone service provider
- Expensive answering service
- Looking for a reliable, cost-effective solution for communications needs



Dr. Hayes Wilson

From Answering Service to Voicemail Paging

The medical practice answering service was expensive. "They counted each call as three - the call in from the patient, the call to us, and the call back to the patient," says Dr. Wilson. To make matters worse, if a doctor didn't respond, the service would continue to call, charging an additional fee for each call.

With Cbeyond, the practice eliminated the service and saves about \$1,000 per month. "That is a substantial savings in a two physician practice," says Dr. Wilson. Patients who call use Cbeyond voicemail to get directions, schedule an appointment, or page the doctor on call. The system is set-up to page the doctor until he's reached, no patient's call goes unanswered.

Cbeyond Delivers

"Not only did Cbeyond offer the services we needed, they also cut our telephone service costs in half!"

Most Valuable Features

Toll-Free Number

The practice serves as a referral center. The toll-free number from Cbeyond allows patients to call long-distance without a charge.

Web Hosting

The practice has created a Web site where patients can find directions to the office and get information about what to expect when they come to the doctor. "We are looking forward to integrating scheduling, prescriptions, test results and more," says Dr. Wilson.

BeyondOffice

"The ability to integrate services into our homes makes us that much more service-oriented to our patients," Dr. Wilson notes.

Customer Service

"Very reliable. Very responsive. From an operations standpoint, Cbeyond is light years ahead of the competition."