More efficient patient care

patientconnect

ideas that change everything

Oak
innovation

PatientConnect

…smarter ways to do business

Caring for patients, equipping staff, driving funding: PatientConnect supports you where it matters

Complete contact management

Great healthcare providers prioritise courteous, informed patient care, but face time and financial pressures to keep the business running smoothly.

PatientConnect is a contact management solution designed to help managers, receptionists and clinical staff achieve critical goals. Linking your telephone and patient management system speeds up patient verification, improves patient service and assists with metrics.

PatientConnect is the only system of its kind to offer integration with EMIS Web, TPP SystmOne and Vision Health.

Tools and technology that keep you on target

1. **Quickly identify the patient**

   When an incoming call arrives, a window opens to display the caller's name and telephone number. Where more than one patient is registered against a number, multiple names are displayed to facilitate selection. In addition, PatientConnect supports a business directory to allow other callers, for example, suppliers, to be identified.

2. **Instantly see patient demographics**

   The PatientConnect dashboard launches on answering a call. Demographic information (age, date of birth, sex) is displayed to assist with caller verification. On confirmation, one click launches the patient's clinical record.

3. **Keep records up to date**

   When receiving a call from an unknown telephone number, PatientConnect automatically captures the number to simplify record updates. A free text field is also available to store notes, such as special call handling instructions.

4. **Comply with QOF / LES requirements***

   PatientConnect enables alert lists to be defined and uploaded. When the patient calls, an alert is generated. Receptionists are able to discuss needs and book appointments.

5. **Get in touch fast**

   On-screen click-to-dial simplifies patient contact, supporting triage and phone consultations. Surgery staff can send individual SMS messages and manage patient responses.

6. **Mobile number verification**

   PatientConnect verifies mobile numbers to check they are still registered to a network, as well as identifying and presenting new numbers that can then be ascribed to the patient record.

7. **Call recording****

   Store, search, play and share secure call recording to encourage respectful conversations, resolve disputes and provide an audit trail of patient care.

8. **Wallboard****

   Call analytics and wallboards provide staff with the real-time information needed to answer calls more effectively. Analysis of call handling performance improves staff scheduling and ensures patient service levels are maintained.

* **QOF** Quality and Outcomes Framework / **LES** Local Enhanced Services
** Optional applications available from Oak Innovation Limited

More efficient **patient care**

PatientConnect integrates perfectly with EMIS Web, TPP SystmOne and Vision Health.

Pop-up dashboard
Verify the caller, identify any alerts and notes.

Real-time notes
Update and keep notes on general patient health, specific conditions, relevant circumstances, etc.

Call Preview
See who's calling.

| Record | History | Alerts | Verify |

Record
History
Alerts
Verify

Name: Paula Smith
Address: 18 Coblean Road, North Mullen, Dorset, BH21 3TT

Tel: 07715 625852
Email: psmith@gmail.com

Update

Patient is hard of hearing.

Patient has been experiencing rapid weight loss and has also been feeling very unwell.

Blood tests have been booked with immediate follow up upon results.

07715 625852   Answer

PatientConnect   Open

Add Note

Pop-up dashboard

Quickly allows staff to identify patients and access clinical records. Saves time and enables more calls to be answered during busy periods.

Real-time notes

Patient notes, such as specific instructions on handling calls or safeguarding the patient, can be displayed before the clinical record is accessed.

Patient alerts

Flag up chronic health conditions, preventative health checks and missed appointments in support of the QOF or LES to improve metrics.

New number capture

New numbers can be identified and added with a few clicks. More accurate records reduce frustration and improve patient communication.

Mobile number verification

Mobile numbers no longer in service can be identified for follow up and new ones added. Accurate contact information underpins good communication, and using SMS is a quicker and cheaper way to get in touch with patients than by post.

Click-to-dial

Administration, clinical and management staff can call or text patients, relatives, suppliers and healthcare workers with a single click. Any responses to SMS messages can be directed to a nominated email address.

The screen represented in this brochure is for illustration purposes only.

With Oak
it's different

Oak has been capturing vital communications data for more than 30 years, with a passion for creating innovative solutions that provide critical information for strategy, service improvements and growth.

Innovation is at our core

We combine technical knowhow and creative flair in products anyone can use. We ground big ideas in real solutions allowing businesses to do things they couldn't before, or to do them better.

We put our customers first

We take time to understand the goals and needs of each of our customers, and design our solutions accordingly. We're known for our friendly yet highly professional staff who are there for you at every step of the process: initial consultation and product demonstration to ongoing support from our UK helpdesk.

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Oak is an accredited ISO 9001:2008 company.

Oak products are available from accredited resellers within the UK and internationally.

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