



THE STRATEGIC SURGERY SOLUTION:

Hosted for Healthcare

Increasing demand for UK healthcare - and the resulting pressure on organisations to manage it - is a well-known issue. Premier Patient Line was established with this in mind, providing bespoke solution packages, hand picked to meet the varied needs of each customer. Our telecoms solutions bring surgery stress down, improve the patient experience and enable your practice to continue prioritising healthcare.

Omnichannel Solution

Our solution can handle patient interactions across multiple channels. Seamlessly switch between channels through one portal to offer fast and simple access to your surgery, no matter where you are working from.

Queueing with Ring-back Wizard

Create a virtual patient waiting room with signposting and surgery information, and allow callers to hold their position by requesting an automated front-of-queue call-back that presents to the receptionist in turn.

Premier Integration

Seamless connectivity between telephone and clinical information systems. This can be integrated with all major clinical systems: EmisWeb, SystemOne, Vision. It features streamlined service, simplified data management, automated call handling, contact management, and more.

In-house Monitoring and Management

Access real-time and historic call monitoring and a full complement of management reports with unlimited wallboards included. You can also analyse call volumes and call-handler activity levels and see and return lost calls. Staff can see who is picking up the phone to handle calls and manage resource accordingly.

Remote Application

As this tool is web-browser-based, it can be accessed securely from anywhere with an internet connection, allowing surgery staff to work from wherever.

UK Service Desk

Our UK-based Service Desk offers different support levels including Extended Cover as well as Total Cover which provides 24x7x365 availability, all of which is provided by our in-house team.

National Field Engineering Team

We have a team of in-house, industry-certified Field Engineers across the country who will visit sites for survey, installation, maintenance, and training. They also complete COVID-19 risk assessments and follow our risk management and change management protocols to ISO 270001 standard, ensuring a smooth transition at the point of changeover to our solution.

Ayodele Alomoge, Practice Manager, (Addiscombe Road Surgery, Croydon)

“The relationship that we have with Premier Choice is more of a direct relationship, really top notch, I would say the service is great. And me saying that is because of what I’ve experienced with Premier Choice. With the solutions that they have proposed to us we have now been in a situation where we can control our telephone systems.”

What next?

For more information call **0800 048 4666** or go to **www.premierchoicegroup.com**