



Tele-Lab for Physicians

"Is there a means to provide timely and accurate laboratory results without overburdening our staff?"

Tele-Lab by Accuvoice Inc makes laboratory results available to physicians 24 hours a day, 7 days a week. Information is relayed accurately and consistently and frees up staff time for increased productivity.



Avaya Conversant



"You have reached Tele-Lab. Please enter your identification number."

Caller enters 345367876

"Please enter the patient number."

Caller enters 653445555

"The results of the throat culture are negative." To have results faxed to you, press 1. To speak with a lab technician, press 2. To leave a message, press 3."

Caller enters 1

"Please enter your fax number."

8475598010

"The results will be faxed. Goodbye."

Doctors can call in to retrieve results or, as an option, they can have results faxed to them.

Application Administration

- Administered by a touch-tone telephone

Options

- Voice mail
- Fax copy of the lab report
- Speak the doctor's and patient's name

Additional requirements

- Direct interface to the Lab's database/LAN

Benefits

- Reduces the numbers of calls to the Lab for tests results
- Enables the doctor to select relevant information regarding tests results
- Allows immediate access to test results information 24 hours a day, 7 days a week
- After hours calls possible without increasing staff