

The healthcare industry faces a number of obstacles every day. No matter what size the medical practice is, ensuring regulatory compliance and patient confidentiality has become a growing concern. Add in the rising costs of doing business and the ever changing requirements by third party institutions, it is imperative that there is a system in place to relieve this pressure.

Luckily, a call recording system has been shown to assist with making your practice more efficient, reduce your liability, and resolve many issues with billing and misinformation.

Billing

Do you have a billing department? Do you obtain verbal consent over the phone for payments and financial agreements? Having these conversations recorded and documented helps with any future disputes over payments. There is a verbal commitment on the patient's behalf or the responsible party to pay for any fees associated with any medical care. There can be no dispute of pricing and commitment made when there is a physical recording of the call.

Consent for Procedures

Under certain circumstances, there are instances in which the responsible adult or party is not physically present during the time of a procedure or an emergency. Obtaining verbal consent over the phone can help alleviate any miscommunication or disputes down the road if the responsible party claims they did not agree to the procedure.

Customer Service

With the increase in social media and the power of social proof with online reviews, it is important that any medical practice maintains quality customer service. Understanding how your staff is speaking to and handling patients is important. Properly training your staff to handle specific situations with patients is easily done through our Quality Control module and Training tool.

US based companies lose an estimated \$8 Billion in profits because of poor customer service.

Insurance

We all dread dealing with insurance providers, and when it comes to the healthcare industry, there is no exception. Navigating disputes or verbal commitments from insurance providers can add to administrative time and work. In the end, this can affect patient relationships, billing cycles and satisfaction. Having a record of the calls made to insurance providers can provide proof that specific terms were accepted and committed to by either party.

HIPPA and MIPAA

Versadial is committed to assisting all healthcare related industries comply with any regulations created by third party institutions. Versadial has built in controls such as encryption, security, mute and post call editing to assist with compliance with a variety of regulations.

A Call Recording Solution Allows You To:

- Record all inbound and outbound calls
- Reduce your liability
- Ensure regulatory compliance
- Monitor staff and patient relations
- Easily retrieve call recordings and data
- Confirm information relayed to patients and vice-versa
- Reduce operational costs and billing cycles

Compatibility and Expansion

- Versadial can record on Analog, Digital and VoIP systems
- Designed for small to enterprise levels, we have a solution designed for every type of infrastructure and budget.
- Modular based system to allow for customizing and scalability

