



customer contact center

Your Patient Appointment Desk

24 Hours/Day — 7 Days/Week

Together we work as a team to put the patient first

* Full service call center

* Traditional answering service

* Custom designed services

* Receptionist services



51 w fairmont ave suite 100
savannah, ga 31406

(800) 868-2080

Efficient Services for Patients and Clinicians

The cost of medical care is a growing burden for patients as well as medical and dental providers. As costs escalate, the medical industry is attempting to identify ways to use technology to increase operational efficiencies, reduce costs while not compromising patient access to needed services.

Complaints from patients regarding their inability to get doctor's appointments say a lot about our health care industry. Receptionists at medical facilities often have multiple responsibilities including answering the telephone, taking messages from other clinicians, assisting in collecting information from new patients, making copies of insurance information, etc.

CMS offers a variety of services to assist patients and clinical providers by serving as your 24 hour/7 days/week Appointment Desk to assure timeliness in scheduling patient appointments, leaving the clinician comfortable in knowing his patients have needed access to services and relieving office or health center based support staff of other direct patient care duties.

Together, we are a team to put the patient first!

Company Overview

In business since 1988, CMS familiar with every nuance of the answering service and call center industry. What makes us the unique? Our staff! Each member of our team is a skilled, highly motivated individual whose goal is the success of your business. We have won a place in the Association of Teleservices International (ATSI) Award of Excellence program for six (6) consecutive years and most recently achieved special recognition for being in the top ten. Our President, Richard Bensman, currently sits on the board of ATSI as well as on the board of PIN, the users group for our software platform.

Our Role

CMS provides highly trained agents 24 hours a day, 365 days a year to allow our clients and their patients flexibility and ease in scheduling, canceling and changing their appointments. In addition we are able to process messages, dispatch emergency calls and act as the after-hours answering service for companies nationwide.

With our state of the art technology and over 4 years of experience specifically with the Time Trade system, we provide custom designed solutions to suit the specific needs of your company. In addition our robust call center software allows us to efficiently process transactions making optimum use of agent time.

We recognize that simply providing the technology is not enough to ensure the absolute success of your account. Therefore, we go the extra mile every step of the way to provide you with a total solution. And most importantly, we provide ongoing managerial and maintenance support 24 hours a day, seven days a week. At Corporate Message Services, we take a "no compromise" approach to providing the best customer service in the industry by offering a total solution for your customer interaction and management needs today and in the future.

Our Technology

The call center software system utilized by Corporate Message Services greatly simplifies the agent's tasks by guiding them easily through every step of every call with its powerful scripting capabilities. Each account is custom designed to match the client's needs. Corporate Message Services is able to offer superior levels of efficiency and accuracy through our custom interface with Time Trade that fully integrates our software with the appointment-scheduling component.

For further technical information, please contact Dana Thomas, General Manager at (800) 868-2080.

Receptionist Service With TIME TRADE Appointment Scheduling

Receptionist service and appointment scheduling with e-mail or fax delivery of messages.

All callers are greeted by a live operator using a tailored answer phrase (the greeting you use when you answer the phones within your office). Callers will be given the option of leaving a message or scheduling an appointment.

Message calls:

The operator will type all messages into a message form that tells operators what information to ask from your callers depending on the type of call. (I.e., if it is an emergency message, the operator will be prompted to ask the caller the nature of the emergency.)

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On messages that meet your emergency criteria, operators will contact the on call personnel and relay the emergency message person to person.

You will not be contacted for general messages. These as well as any emergency calls will be faxed or e-mailed to your office at specific times each day.

Appointment calls:

The operator will access your custom designed Time Trade appointment book to schedule, change or cancel appointments for your callers. You may view all appointments from your Time Trade account.

Features of the Time Trade Scheduling Software include*:

- * Customized rules based appointment book
- * Choose from an array of pre-programmed reports or create your own
- * Tiered passcode access allowing for limited access for certain levels of personnel
- * Automatic e-mails to patients confirming their appointments
- * Update your schedule from anywhere that you have Internet access
- * (Please review the Time Trade Key Features document attached for more information on the appointment scheduling component.)

Customization

The CMS software system is completely flexible. We are able to create a scenario that will best suit the needs of your practice. Together with Time Trade and your administrative staff, we will build a custom solution that will meet your specific needs.

Reporting

CMS can provide you with daily, weekly and/or monthly call reports. Reports are customized based on your needs. The database structure of our system allows us almost limitless reporting capabilities. We can provide you with a variety of metrics including but not limited to:

- * Average call length
- * Average speed of answer
- * Call results
- * Call Statistics
- * Complete call logs
- * Customer Service Calls
- * Database export
- * Information only calls
- * Results of all calls
- * Total number of calls received

Call Coverage & Staffing

CMS staffs customer service representatives (CSRs) operate 24 hours a day, 7 days a week. We staff our call center according to historical call volume. Call volume is evaluated on a daily, weekly and monthly basis and staffing levels are adjusted accordingly. In our call center environment, every agent is trained to answer all accounts.

Quality Assurance

CMS employs a voice logger that records all inbound calls. You may elect to have CMS's quality assurance department review a predetermined number of calls each month on each agent and provide you with our assessment. You may also request that we provide you with a selection of recorded calls weekly or monthly for your review.



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Each month we monitor 20+ calls on every agent to verify that CMS and client standards are being met. Calls that are monitored are scored out of 100 possible points earned in 20 categories of call handling. Employees are required to maintain an average score of 93% for all monitored calls as a condition of their employment. Scoring is based on the following aspects of each call:

- * Hold time (if any) - Did agent ask caller to hold and wait for an answer?
- * Polite return from hold – “Thank you for waiting”, “How may I help you?”
- * Did agent use the proper/complete answer phrase?
- * Was the answer phrase understandable?
- * Call Control
- * Attitude
- * Manners
- * Grammar
- * Confidence
- * Voice quality
- * Did the agent offer to take an order or offer to assist?
- * Did they spell and/or repeat the name?
- * Did they repeat the telephone number?
- * Did they complete the call requirements per account instructions?
- * Did they close the call appropriately?

Agent Training

All CMS agents receive no less than 40 hours of training. Agents are trained extensively on general call handling techniques including: verbiage, accuracy, calls control, irate callers, etc. Agents must show competency in all aspects of the training process in order to continue their employment with our company.

New account training

The time spent on a new account depends on the complexity of the account. The procedure for this training includes a required attendance training session where an account liaison will speak at length about the new account and demonstrate the basics. Typically these training meetings are 2 hours in length and some time is spent in small groups as trainers cover nuances of the account with our agents. We welcome our clients to be a part of staff training both in the initial set-up of the account and periodically as needed. New clients are always welcome to come to our call center to conduct a training session or they may opt to do telephone or web training with management and trainers. The account liaison would work with you to set up a training program that will assure that all agents are knowledgeable and confident about a new account.

Preferred Services and Capabilities (Bilingual Agent Coverage)

CMS does offer translation services for Spanish speaking customers. We will be happy to arrange interpreter services through an outside vendor at your expense.

CMS Appointment Desk References

Children’s Endodontics

197 Thompson Lane, Suite 197-S
Nashville, TN 37211
(615) 834-7854
Dr. Paula Nesbitt

Family Health Care Clinic

4635 Highway 80 East
Pearl, MS 39208
(601) 825-7280
Mr. Clinton Mayes



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