



VOICE CONNECT

# PATIENT PARTNER

An introduction to Patient Partner

# Contact Us



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# PATIENT PARTNER

Voice Connect's telephone-based self-service appointment system works with the practices existing telephone system to provide patients with 24-hour access to book, cancel, check and change an appointment and/or review and order a repeat prescription.



# VIRTUAL RECEPTIONIST

Utilising Patient Partner has numerous benefits to the surgery or group of practices;



Reduce call traffic by allowing patients to use the service 24/7



Unrestricted calls to allow multiple patients to use the service simultaneously



Signpost every call to the most appropriate care



Free up receptionists to allow them to dedicate time where it is most required



Reduces DNA

# WHAT'S INCLUDED WITH PATIENT PARTNER?



## **Nurse Appointments**

Patient Partner can manage the booking of routine and complex Nurse and or HCA appointments, by offering a suitably timed appointment, according to a bespoke skillset created for your practice. By building a skillset we can ensure every appointment is labelled by adding an appointment note or a message recorded by the patient, so the team always know what is up next. We can take this one step further by offering the ability to use pin codes for patients booking controlled appointments such as annual reviews or vaccinations.

## **Flu Clinics**

With flu comes an increase in calls to the practice. Patient Partner's standard flu clinic enables patients to call the surgery 24/7 to book a flu appointment based on their individual eligibility of either age or invitation, meaning staff do not need to handle increased call volumes during busy periods of the year.



## **Language Options**

Patient Partner is available in multiple languages, increasing access for all patients and can be added at any to the service.

### **Sign Posting**

Ensure that every caller is signposted to the most appropriate care automatically with clear structured messages. Patient Partner allows you to reinforce your practice's message that you do not always need to see a doctor and there may be other services more appropriate for your condition at a time that suits. Patient Partner is regularly used to signpost patients with minor ailments, for pharmacy first queries or to external services on a self-referral basis.

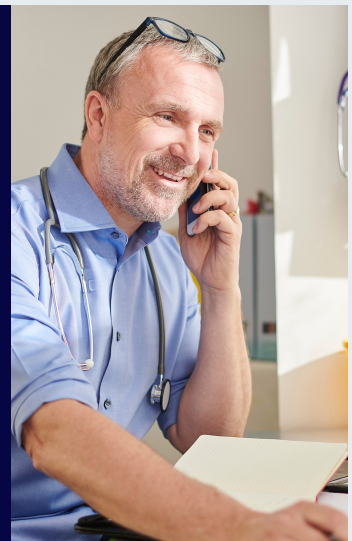


### **Triaging and Symptom Recorder**

If your practice is using even a small proportion of telephone consultation for same-day and or routine appointments, Patient Partner can support the delivery of these services in 3 simple steps. Firstly, by setting out the call-back process with a simple information message so that we can ensure the patient knows what to expect and what is expected of them. Secondly, by confirming the patient's contact details and giving them the ability to add an alternative number to be called on, you can be confident of reaching the patient when it's their turn for a call. Finally, by asking the patient to record a message with the reason for their appointment, which is then available within the appointment notes for your trained staff to triage where appropriate.

### **Patient Partner Self-Referral Service**

The self-referral service is where patients can access details on external services, for example they're diverted to their local Dental and Mental Health Services for minor illness. Voice Connect offer a reporting package which provides statistics on patients that self-refer via Patient Partner, for later QOF and QAIF reporting (dependant on your geographical location).



# REPEAT PRESCRIPTIONS

Available as an additional module or standalone, Patient Partner's Automated Repeat Prescriptions service gives patients the ability to review or order repeat medication 24 hours a day, 7 days a week by managing the request over the phone and processing it through to a task ready for authorisation.



Reduces pressure on the reception team



Reduce call queues and congestion



Allow patients to order prescriptions quickly, saving time



Secure PIN protected



Removes room for error



Low cost



Keeps patients away from the practice





24 Hour Patient Access to practice services

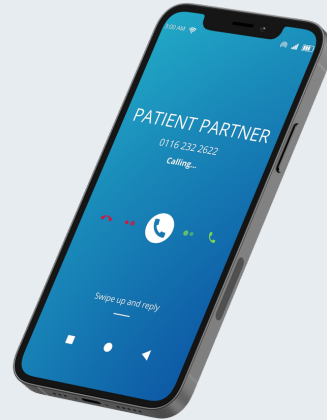


# BOOK A DEMO TODAY!

If you would like to book a demo for our patient partner, please get in contact with us using the contact details below. We look forward to meeting you!

 0116 232 4640

 [sales@voiceconnect.co.uk](mailto:sales@voiceconnect.co.uk)



## ACCREDITATIONS AND PARTNERSHIPS

We pride ourselves in our accreditations and partnerships, and are honoured to be working along side:

NHS Data Security Protection Toolkit  
Part of the HSCN Network  
ISO 9001





**SCAN ME**



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