



Contact info@claruscare.com to learn more

After-Hours Call Management

Clarus Brings Efficiency to Call Management



The Problem

A traditional paging system for after-hours patient calls presented problems for providers at Cool Springs Internal Medicine and Pediatrics. For one, they had the issue of carrying around an additional device. They also had no idea what they were getting themselves into when returning a page and lacked insight into each urgent need before providing care.

Additionally, the providers were tasked with documenting calls and entering all the information from interactions with patients into their EMR. Overall, the traditional solution paired with pagers wasn't reliable, was completely outdated and created more work for providers and office staff.



The Solution

The Clarus mobile app provided one singular location for providers to manage after-hours call needs. They were able to view patient information and the chief reason for calling before providing care.

Providers can also choose how to respond and document all patient notes within the mobile app. The office staff can export that information into patient charts the next day quickly and efficiently.

Clarus also gives us the control and allows staff to make changes that take place instantaneously. Clarus has streamlined processes, saved us time, and provided better documentation.



The Benefits

One Central Location

Providers can handle patient needs after-hours from receiving, returning, and documenting calls all from one easy-to-use app on their mobile device.

Compliant

No more trying to keep track of interactions on scraps of paper. Clarus documents all call activity and is HIPAA compliant.

Full Schedule Control

Make changes to your call schedule in seconds from any device. Changes take place instantly so calls are routed accurately.

You're Hearing From

Patrick Stearns, MBA, CMPE – Executive Director
at Cool Springs Internal Medicine and Pediatrics

“Advancing technology use has made it easier for providers to manage calls. It also allows for streamlined processes like getting after-hours interactions added to patient records the next business day. We know Clarus is saving us time and providing consistency.”

Prior Solution: Cumbersome, lacked insight, created more work

With Clarus: Easy-to-use app, documentation, time-saving



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