



Contact [info@claruscare.com](mailto:info@claruscare.com) to learn more

## Eliminate Call Errors



### The Problem

Liver and Gastroenterology Center encountered operational challenges with their prior answering service. Patient care and efficiency was compromised due to delays in connecting patients with physicians for urgent needs.

The existing system lacked the immediacy required for prompt assistance and communication with doctors, leading to frustration among both patients and staff. Recognizing the need for a more responsive solution, Tim sought to switch to a system that could address these issues.



### The Solution

After making the switch to Clarus After-hours service, the practice noticed an immediate change. Liver and Gastroenterology Center was able to work more efficiently and provide better patient care.

Clarus has been a big advantage for patients. If patients have an urgent need, all they have to do is press a button and get to a physician immediately.

"This system works perfectly for us. Our physician partners with other doctors and they all use Clarus too. It's been flawless for us," says Tim.



### The Benefits

#### Improved Patient Care

Clarus helps practices have efficient communication, fast response times, and streamlined processes.

#### Cost Efficient

Clarus results in significant cost savings and reduces monthly expenses compared to the traditional call centers.

#### Customized Call Tree

Customize your call tree to fit your practice's needs and automatically triage calls by type.

## You're Hearing From

Timothy Cheatwood

Practice Manager, Liver and Gastroenterology Center

"Clarus leads to good patient care, the providers are very happy with it and it is a very cost effective solution for our practice."

**Prior Solution:** Poor documentation, human error, inconsistent quality

**With Clarus:** Better patient care, cost efficient, customizable



**LIVER &  
GASTROENTEROLOGY  
CENTER**