



Improved Call Management Without the Need For More Team Members



The Problem

MidState Pulmonary used a traditional answering service at their practice for many years. The practice had around 22 staff members, yet managing calls was proving to be cumbersome and costly.

The lack of visibility into call management and a labor-intensive process for documenting communications posed challenges. Realizing the need for a more streamlined, cost-effective solution, Dawn Gibson, practice manager, knew they needed another solution.



The Solution

After Implementing Clarus, MidState Pulmonary went from 22 staff members to 15. Clarus has helped the practice with cost savings and provided better visibility into patient calls.

Clarus ensures that all communication is timestamped and documented. MidState Pulmonary inserts that documentation into the patient chart as an integral part of their medical record.

The improved process has been instrumental in optimizing practice operations all while achieving cost savings. The transition has resulted in approximately two-thirds reduction in their monthly costs compared to the previous system, making it a profitable investment for their practice.



The Benefits

Cost Savings

Clarus results in significant cost savings, reducing monthly expenses compared to traditional call centers.

Documentation

Clarus documents and timestamps call activity so that call records can be inserted into patient records.

Improved Efficiency

Clarus helps save time and improve efficiency by offering features like easy access to relevant information, quick message routing, and prioritization of urgent calls.

You're Hearing From

Dawn Gibson, BBA – Practice Manager MidState Pulmonary

“It has made a world of difference in our day-to-day practice. Our monthly costs are about a third of what they were with the old system. So it has been profitable for us.”

Prior Solution: High cost, lack of visibility, cumbersome

With Clarus: Clear communication, costs savings, full documentation