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After-Hours Call Management Capture All Calls and Gain Insight into Call Activity



The Problem

Chicago Nasal and Sinus Center relied on a traditional answering service to answer all of their after-hours calls. This caused inaccuracies in patient messages including incorrect numbers or missing information. This not only jeopardized patient care, it also reflected poorly on the practice.

The frustration providers experienced from dialing wrong numbers or calling patients by the wrong name further underscored the limitations of the traditional approach. Dr. Pritikin knew their had to be another solution that documented all patient calls.



The Solution

The implementation of Clarus provided a transformative solution for the practice. Offering the ease of face recognition, transcription of messages, and various call management options, the Clarus app significantly alleviated the burden of constant on-call responsibilities.

Clarus' capability to capture the nuances of a patient's voice and identify urgent concerns provided a crucial advantage. For physicians at Chicago Nasal and Sinus Center, the convenience and peace of mind offered by Clarus stood as a compelling reason to make the switch from the outdated answering service.



The Benefits

Accurate Call Routing

Clarus routes calls to the appropriate on-call provider using a customizable IVR.

Convenience

The provider app is on your iPhone or Android and is straightforward and easy to use.

Transcribed Messages

Clarus transcribes patient messages giving providers and office staff the option to read or listen to the message.

You're Hearing From

Dr. Jordan Pritikin, Chicago Nasal & Sinus Center

"The thing I appreciate most about Clarus is that I can hear the patient's voice when they're leaving a message. I can get a sense of whether there's something that's truly urgent that needs to be acted on right away."

Prior Solution: High cost, human error, lack of communication

With Clarus: Accurate call routing, transcribed messages, convenience

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