



Increased Patient Satisfaction for Women's Care Group



The Problem

Women's Care of Beverly Hills encountered many issues with their previous traditional answering service, particularly in patient and provider communication. The traditional approach often led to delays in response times and set communication off on the wrong foot.

Additionally, managing voice messages left during office hours proved time-consuming for the staff. Tracking call activity was challenging, impacting documentation and practice management.



The Solution

After implementing Clarus, patient and provider communication improved tremendously within the practice. Clarus saved the staff a lot of time having to go through all the voice messages left during office hours. The clinic was able to log on to the Clarus app and see all call and message activity creating better documentation and tracking activity for the practice manager.

"Clarus was able to save our providers hundreds of hours in how they manage their after-hours calls. Switching to Clarus was a no-brainer," says Dr. Finke.



The Benefits

Time Saving

Office staff can view messages by type and prioritize those that need faster, more urgent responses.

Cost Effective

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

User-Friendly

Clarus is clear and organized, enabling easy navigation for every user.

You're Hearing From

David Finke, MD, FACOG

Physician at Women's Care of Beverly Hills Medical Group

"Switching to a tech-based solution like Clarus is a no-brainer! From being able to save the office time and money and the doctors hundreds of hours in how they manage their calls after-hours."

Prior Solution: Time consuming, unable to prioritize, no flexibility

With Clarus: Saves staff time, clear communication, user-friendly

Women's Care
of Beverly Hills
MEDICAL GROUP