Clarus

Pediatrics Group Streamlines Patient Calls

The Problem

Vernon Pediatrics faced challenges with their previous answering service. Messages were often scattered across different platforms, making it difficult for providers to manage and respond promptly.

This approach led to delayed patient interactions, hindering the practice's ability to provide timely care and responses. Recognizing the need for a more efficient and streamlined solution, Vernon Pediatrics sought alternatives.

The Solution

After transitioning to Clarus, Vernon Pediatrics discovered the effectiveness of the provider app. The Clarus app brings all messages to one place and allows providers to call patients back instantly, send a voice message, or reply with text to speech.

"I would urge other physicians like myself to use Clarus because it's foolproof. I've had no glitches or issues with it. It's super simple," says Dr. Vernon.

"We have thousands of patient interactions, and we've never heard anything negative about Clarus. For a system in medicine that is very rare and an extremely positive indication of Clarus' exceptional quality," says Dr. Vernon.

The Benefits

Easy-to-use App
Clarus helps you choose how to get notified and how to reply to patients when you use the providers' app.

Better Visibility
The platform provides full visibility into patient interactions, allowing healthcare providers to track and monitor calls.

Transcribed Messages
All message are transcribed so that providers can easily read the concern and quickly triage.

Improved Efficiency
Clarus provides improved efficiency by reducing wait times, increasing patient satisfaction and automated call routing improving productivity across all staff.

VERNON PEDIATRICS

You're Hearing From

Hampton Vernon, M.D, Vernon Pediatrics

"Clarus is user-friendly and easy. I've been taking calls for years with over a thousand people and to never hear anything negative about a system in medicine, that's rare. So I think that speaks to the quality of Clarus."

Prior Solution: Long wait times, phone tag, time consuming

With Clarus: Easy-to-use app, better visibility, transcribed messages