



HIPAA Compliant Call Management



The Problem

Sylacauga Obstetrics & Gynecology lacked cost control and clarity with their patient communication. They used a traditional answering service that was charging a single doctor practice between \$300-\$350 a month, which proved to be a significant financial burden for a solo practitioner.

On top of high costs, the traditional answering service posed a risk because the provider wasn't receiving accurate messages through the operators. The lack of direct communication with patients often led to uncertainties as the information relayed through the call center was proven to be inconsistent and unreliable.



The Solution

In 2015, Sylacauga Obstetrics & Gynecology made the switch to Clarus. The OB/GYN practice found a streamlined, user-friendly solution that provided not only a reliable solution, but at a better price point.

The app's seamless integration and simple interface facilitated efficient patient-doctor communication, allowing patients to express their concerns in their own words. Clarus' capacity to transcribe voice messages into text enhanced data accuracy and privacy, eliminating the need for third-party involvement and fortifying HIPAA compliance.



The Benefits

Cost Savings

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

HIPAA Compliant

Clarus removes the additional person in the communication chain, improving HIPAA and the protection of patient information.

Transcribed Messages

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

You're Hearing From

Dr. Jonathan Rehberg – Sylacauga Obstetrics & Gynecology

"The Clarus provider app transcribes each patient message into text and does a really good job at it. So, not only do we get to listen to the patient message, we get to read it on the screen."

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

With Clarus: Cost savings, transcribed messages, HIPAA compliant

