



Orthopaedic Medical Group of Tampa Bay: Cutting-Edge Technology to Support Growth

The Orthopaedic Medical Group seeks to:

- Provide the highest level of orthopaedic care to help every patient achieve his or her physical goals
- Demonstrate unwavering dedication to personal integrity, honesty, and ethics
- Make patient care its greatest concern
- Forge strong relationships with their patients, business partners, and community to expand their healthcare delivery through Tampa and central Florida.

Problem

Orthopaedic Medical had outgrown their Verizon phone system, and couldn't actively track how many calls they were missing each day. As a result, patients weren't receiving the level of service the practice wanted to provide them.

Solution

An advanced system with call statistics helped OMG to grow and manage up to 3,100 daily patient phone calls.

Missed Calls = Missed Opportunities for Growth

With locations in Tampa, Brandon, Riverview, Apollo Beach, and Winter Haven, Orthopaedic Medical had been growing rapidly, and wished to continue doing so while maintaining their values and vision.

Unfortunately, a lacking communication system was holding them back, and negatively impacting their patient experience. They simply couldn't handle their call volume, and had no way to track the progress of their call center. As a result, patients were upset that they weren't able to get in touch with their healthcare provider when they needed them.

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Administrator

Reliable Communication = Better Patient Care

Since transitioning to TeleVoIPs phone service, the group's call center has made use of the Virtual Dashboard tool to manage their calls, as well as voicemail to email transcription for written records of all messages. Now averaging between 2,100 and 2,400 daily calls, and ranging all the way up to 3,100, queue callbacks keep patients from waiting on hold and ensure their call is returned in a timely fashion.

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Advanced Features = Growth

In the last year alone, Orthopaedic Medical hired a new surgeon, physician's assistant, seven support employees, and opened a satellite office in St. Petersburg. Their revenue has increased by \$1.5 million. TeleVoIPs continues to solve the expanding healthcare group's every communication issue to ensure growth is always possible.

About TeleVoIPs

TeleVoIPs was founded in Tampa, Florida in 2009 to provide phone services to businesses across the country. They specialize in custom, cost-effective solutions to communication problems. The company prides itself on superior customer service and caring for its growing clients every step of the way. TeleVoIPs' CEO, Grant Baxley, was voted Tampa Bay Technology Forum's "Emerging Tech Leader of the Year" in 2016. The company ranked 8th in USF's Fast 56 for Growing Businesses and earned Tampa Bay Tech's "Technology Connector of the Year" award in 2017.

Connect With TeleVoIPs:



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