

Case Study:

Altavida Gynecology: Redefining Women's Healthcare

Altavida Gynecology was founded in July 2024 by Dr. Christina Gomez, D.O. It's a boutique OB/GYN practice transforming women's healthcare through preventative medicine and personalized, holistic care. We focus on optimizing health at every stage of life, addressing root causes of health issues, and empowering women to take charge of their well-being.

With cutting-edge diagnostics, nutritional guidance, and lifestyle counseling, we create tailored health plans in a patient-centered environment. Our forward-thinking approach combines advanced medical practices with an understanding of women's unique needs, prioritizing prevention, wellness, and lasting patient relationships. Altavida is dedicated to setting a new standard in women's healthcare, inspiring healthier, more fulfilling lives.

> TeleVoIPs has helped us set up our call flows and queues so that we can better address our patients concerns and route their calls efficiently.

Meet Dr. Christina Gomez



PARTNERSHIP:

From the outset, TeleVoIPs worked closely with Altavida to understand their unique needs and challenges. The team provided expert guidance to create a fully customized communication system that aligned with Altavida's operational model. This collaboration has transformed how Altavida manages patient calls, schedules appointments, and ensures efficient internal communication; allowing their team to focus on delivering exceptional care.

> The TeleVoIPs softphone app allows staff to work from home as if they were in the office, providing flexibility when life happens.

CHALLENGE:

Before working with TeleVoIPs, Altavida faced several communication hurdles:

- Inefficient call routing that delayed responses to patient inquiries.
- Difficulty managing staff availability while ensuring seamless operations.
- Limited flexibility for remote work when staff needed to balance professional and personal obligations.

> Being able to text patients directly through our work number has made appointment confirmations more efficient and professional.

ACTIONS TAKEN:

To address these challenges, TeleVoIPs implemented the following solutions:

- Custom Call Flows and Queues: Streamlined patient calls by ensuring they were routed to the appropriate team member quickly and efficiently.
- Secure Communication Options: Ensured all communications met HIPAA standards to protect patient confidentiality.
- Flexibility with TeleVoIPs App: Provided a desktop and mobile app that enabled staff to work remotely while maintaining full operational capabilities.

Additionally, TeleVoIPs offered ongoing support, adapting the system as Altavida refined its workflows and model. This proactive approach ensured the communication solution evolved with the practice's needs.

RESULTS:

The partnership with TeleVoIPs has delivered measurable improvements for Altavida, including:

- Improved Patient Communication: Custom call flows and the ability to text patients directly using the practice's work number have enhanced appointment confirmations and follow-ups.
- Operational Efficiency: Automated call routing and voicemail options for non-urgent inquiries allow Altavida to operate more efficiently, reducing staff workload.
- Remote Work Capabilities: The TeleVoIPs softphone app enables staff to work from home seamlessly, providing flexibility without compromising productivity.
- Enhanced Patient Experience: Extended appointment times and a more responsive communication system have improved overall patient satisfaction.

EMPOWERING WOMEN'S HEALTH THROUGH SEAMLESS COMMUNICATION

Altavida Gynecology partnered with TeleVoIPs to improve patient care and operational efficiency through customized communication solutions. This collaboration addresses unique challenges, enabling the practice to provide exceptional care while ensuring flexibility and security. It underscores the importance of effective communication in modern healthcare, helping Altavida support women's health and well-being.



> TeleVoIPs support team is always responsive, addressing our needs promptly and effectively.