

COMMUNICATIONS SOLUTIONS

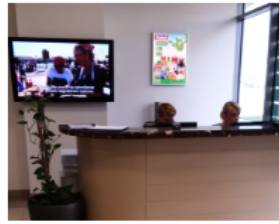
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MEDIGROUP ENSURES QUALITY COMMUNICATION IN BELGRADE

General Hospital MediGroup uses communication system to improve health care service


MEDIGROUP
OPŠTA BOLNICA



General Hospital MediGroup is a hospital group that was set up as a result of a two year project by medical and financial experts, motivated by the desire to offer a well organised, comprehensive medical service of the highest quality.

MediGroup is based in Belgrade, Serbia and opened in early December 2013. The hospital is the largest privately owned health care institution in Serbia.

In order to achieve the company's vision of being a well organised medical service of the highest quality, consistent, clear communication is critical.

DESIGN AND INSTALLATION

VD Kom is a PBX installation and technical support company that was established in Belgrade, in 2000. They were selected for the MediGroup project to both design and implement the installation, which was supplied by Panasonic distributor Flutto.

The project aimed to improve communication within MediGroup through a PBX system. The system consists of four KX-NS1000 and three KX-NS500 in a One Look network. This includes Poltys Call Centre View (CC view) and Panasonic Voice Recording.

The system has created a centralised call centre for eight sites, between which VD Kom has created VPN links. The PBX is a One Look network, aimed to make the user feel like all the different features and systems are part of one user-friendly system. At MediGroup, the One Look network currently has 370 extensions.

PRODUCT IMPLEMENTATION

The NS500 has given staff at MediGroup access to easy-to-use technology and the ability to stay in constant contact with other team members and patients. The system also allows existing care applications, such as emergency call systems, to be fully integrated.

The NS1000 can be easily integrated to existing systems. This was useful in this installation which has been tailored to meet MediGroup's needs. This meant that the system could be integrated with existing database technology and computers.

The NS1000 brought enhanced call routing options and the ability for mobile phones and desk phones to be paired and used with a single extension number. This has led to improved work efficiency for staff.

Unified Messaging System (UMS) is another feature improving the communication at MediGroup. This is the handling of voice, fax and regular text messages as objects in a single mailbox that a user can access either with a regular e-mail client or by telephone. UMS also includes e-mail notifications of any errors that may occur whilst the PBX is in operation, which helps with the maintenance of day to day tasks across the hospital group.

Poltys Call Centre View (CC View) is also used to manage day to day operation of staff at all locations. CC view means that supervisors can use built-in manager reports, instant messaging, and real time monitoring which instantly improves the standard of customer service.

IMPROVEMENTS WITHIN THE HOSPITAL

The project resulted in a smooth upgrade from the previous legacy systems to a single system with centralised management. There is now call handling for over 50,000 calls per month, more efficient call handling and maintenance which results in saving both time and costs.

Veselin Stijovic, Chief Financial Officer at MediGroup, said, "It's been a huge improvement for everyone, the patients can now benefit from a centralised system with efficient call handling. It's been great for staff too, the system is much more streamlined and user friendly."

The system now operates across nine sites, after an additional site was opened in November 2015.



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