



COMMUNICATIONS

Daisy Patient Line



Solution Description –

- Our VoIP telephony solution takes the physical telephone system out of surgery premises and transmits calls as data over the internet via Gamma's highly resilient and secure next-generation network. This comprehensive surgery solution comprises a multitude of features, including Clinical System integration, intelligent call routing and ring-back functionality; collectively, the solution is designed to capitalise on valuable surgery resource, speed up call handling processes, capture the most up to date contact information for your patients and support with cost savings across the practice.
- An in-house GP Lead works regularly with our development team to continue to improve the solution from both patient and staff perspectives.
- Our unique Service and Delivery Team are on hand from the start to enable a smooth transition from old to new technology. This includes a full site survey and a face to face build meeting to design the set up and messaging prior to go-live. We then implement the solution to the highest standard.

Key Features –

- **Intelligent Call Routing** with VIP queues and the ability to prioritise patients with certain medical conditions or requirements, and choose who your patients speak to (e.g. the receptionist who has been idle the longest or a specific member of the practice team).
 - **Contact Wizard** brings functionality to create a **virtual patient waiting room** with signposting and surgery information, and allowing callers to hold their position by requesting an automated **front-of-queue call-back** that presents to the receptionist in turn.
- Other essential features include (but not limited to):
- Call recording (MIFID2 Compliant)
 - Prioritised Patient Calling facility – e.g. palliative care patients
 - Call Reporting / Statistics for all calls
 - Remote Working Facility via softphone and mobile Apps
 - Pure hot desking
 - Wallboards
 - Campaign calling (e.g. flu vaccinations)

Interoperability –

- Immediately identify the patient calling and Immediately see notes and alert information from the Clinical System that may affect how the call is handled
- Seamlessly and accurately capture any new number from which a patient calls and add to the Clinical System.
- Identify “priority” tasks/alerts that must be actioned as part of the call, improving clinical outcomes, practice income and saving time on outbound activity.
- Automatically connect outbound calls with click to dial from the Clinical System or anywhere else on the PC.
- Outbound Task Management allows multiple staff to work on bulk lists of patients and manage the contacts whilst also tagging those patients with inbound alerts for joined up communication if they call in.

Introductory video – Due to the recent acquisition the video is under rebrand so cannot link at this time unfortunately



daisy.

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Daisy Patient Line Information Sheet



Implementation –

- Our dedicated Provisioning and Projects Team will be your first point of contact on 020 8300 9495.
- Engineer Site Visit for technical Site Survey and meeting to discuss options for set up and messaging as this IS built specifically for each surgery.
- Installation – Access to all rooms will be required at some point during the installation and typically follows this process:
 - Day 1 – Prep Day – engineer will sit with your project lead to confirm plan and make all necessary preparations
 - Day 2 – Changeover Day – replacement of current system with new solution
 - Day 3 – Completion Day – testing and training
- Training is given during the installation of the new system in person with all staff. In-depth training is given to key member of staff. Additional training is FOC and can be taken at any point. Training videos are left on site and are available online for staff to refresh themselves at any point.
- Our 24/7/365 in-house Service Desk are available to support as required.

Service Level Agreements

Services	Standard
Standard Support Services	
Service Helpdesk Access Hours 24/7/365	✓
Days of Cover 24/7/365	✓*
Hours of Cover, 24 hours	✓**
Bank Holidays	✓***
Response Times	
Priority 1 - Critical	4 Clock Hours
Priority 2 - Major - 6 Clock Hours	✓
Priority 3 - Minor - 8 Business Hours	✓
Priority 6 - Knowledge Request - 5 Business Days	✓
Target Resolution or Workaround	
Priority 1 - Critical Incident - 8 Business Hours	✓
Priority 2 - Major Incident - 12 Business Hours	✓
Priority 3 - Minor Incident - 16 Business Hours	✓

* For general enquiries, cover is provided Monday-Friday; for service affecting faults, the cover is Monday-Sunday

**For general enquiries, the office hours are 08:30-17:30; for service affecting faults, the team are on call 24/7/365

***For service affecting faults only