



# Think Healthcare



## Solution Description –

Think Healthcare is a full cloud telephony platform designed specifically to support NHS organisations to provide fantastic patient service.

The platform is based on the best-of-breed cloud-based telephony technology and fully integrated into the NHS Clinical Systems. This improves efficiencies and provides better patient service by automatically identifying the patients when they call and giving key information to the staff taking the call to help them serve the patient more effectively.

Think Healthcare is based on the leading independent Clinical System integration platform, owned and developed in-house for better support and more agile development.

Benefits include:

- **Improved patient access** – Reduced queue and wait times.
- **Saves 200+ hours** of administration time every year for an average surgery.
- **Eliminates complaints** - Virtually eliminates telephony-based patient complaints.
- **Improved patient satisfaction** – Better survey results and Patient Participation Groups love the system!
- **Remote working** - Flexible to support the evolving nature of primary care including PCNs, ARRS, and MDTs.

## Key Features –

- **Modern cloud telephony features** - Call recording, locally customisable call flows, extensive call data and reporting, wallboards.
- **Queue buster** – Patients can hang up during busy periods and Think Healthcare will automatically call them back when they reach the front of the queue.
- **Access inequalities** – Import Clinical System search results and have THINK adapt to different patient groups e.g., palliative patients to front of the queue.
- **Clinical System integration** – Popup with who's calling, who is in their household, patient notes/warnings (e.g., on palliative care list), contract/QOF alerts.
- **Unlimited lines** – Not tied to the number of users or licenses like many other systems... genuinely unlimited!
- **Federated & remote working** – Work across PCNs/Clusters with ease, work remotely, easy business continuity and features for every level of local integration.
- **Unknown number capture** – Think Healthcare flags numbers not in the Clinical System and helps the receptionist update the patient record.
- **Triage scripts** – Customised reception scripts to support different numbers/services in a practice, and it also supports local hub working.
- **Network performance** – Think Healthcare does not conflict with other local network traffic to compromise clinical system speed.

## Interoperability –

Think Healthcare is integrated with EMISWEB and SystemOne, with Vision integration launching shortly.

Integration features are advanced and include Click-to-dial, patient identification, patient household identification, customisable contract alerts, customisable patient warnings and notes, 1-click Clinical System pop.

The Think Healthcare integration engine is owned and developed in-house for improved support and development.



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## Implementation –

As part of the order process your Think Healthcare expert will work with you to establish the key requirements for the deployment. Once an order is placed you will be given your own project manager who will guide you through the whole deployment and will be there to support and answer any questions.

The basic deployment process includes:

- Site survey.
- Deployment of any broadband connections required.
- Cabling (if required).
- Number ports ordered.
- Deployment on-site of hardware, including phones and switches.
- Go-live! You will have a member of our support/engineering team on-site on go-live day to perform last minute configuration and provide a helping hand with staff questions on the day as they get used to the new system.

The training package is flexible to suit each practice's requirement and can be a mixture of on-site and/or remote training.

## Service Level Agreements –

Think Healthcare is proud to have a "five 9's" uptime rating, which is the highest available in the telephony industry, meaning your system will have the least amount of downtime possible. With all technology though there are occasional issues and if something isn't quite right then we are always on-hand to help.

As part of every deployment your project manager will ensure you receive a welcome pack which includes full details of your support process. We provide access to support services via telephone and online routes depending on your preference.

Great support is really important to us so is something we are regularly improving. Full current service levels can be found on our website here:

<https://focusgroup.co.uk/information/terms-and-conditions/>

**Introductory video –** <https://www.youtube.com/@thinkhealthcare>