

PhoneTree® Lab

LAB RESULTS™ MESSAGE CENTER



Eliminate Interruptions

Increase your ability to communicate important test result information to more people in less time with PhoneTree Lab. PhoneTree Lab provides patients with 24-hour access to personal test result information in a safe, secure and convenient environment. Eliminate time lost due to patient inquires and phone tag, and increase patient service levels at the same time—put PhoneTree Lab to work in your practice.

Easy Operation

PhoneTree Lab provides a personal voice mailbox for each patient to retrieve their individual test results—at their convenience. Messages may be recorded by providers or staff in their own voice anytime, from any touch tone phone, or automatically entered by PhoneTree Lab from a message library.

Patient access codes are controlled by you and can be any numeric code that you choose. You'll give your patients a business card when they leave your office that displays their unique PIN number for accessing their personal mailbox, the number they must call for dial-in, and the date when their results will be available.

Easy Administration

With PhoneTree Lab, providers can maintain personal contact with their patients by recording any message they wish from a touch tone phone or selecting a pre-recorded message from their message library. Easy to follow voice prompts guide approved staff and providers through the recording process, eliminating any need for formal training.

PhoneTree Lab provides on-screen and printable status reports for each message. The history of all messages is tracked and identifies if and when they were retrieved. Messages are automatically deleted based on a schedule you determine.

Time-Saving Features

Practices with large volumes of test results are able to create standardized messages for large groups of individuals with similar test results in minutes. PhoneTree Lab can accept a print file from your software as its data source to create messages, and will then match corresponding test codes with appropriate messages from your message library for each patient. Create hundreds of messages in only minutes.

The PhoneTree Difference

PhoneTree Lab is one of a group of telephone messaging products that have been successfully solving communication problems for over 10 years. PhoneTree Lab is completely turn-key and requires no complicated training on your part. Installation is easy, and ongoing, high-quality technical support is part of every medical system we sell.

Make life a lot easier for your patients, your providers and staff with PhoneTree Lab. Call PCS or your local PhoneTree representative today to learn more about putting PhoneTree Lab to work in your practice.

Confidential Patient
Mailboxes

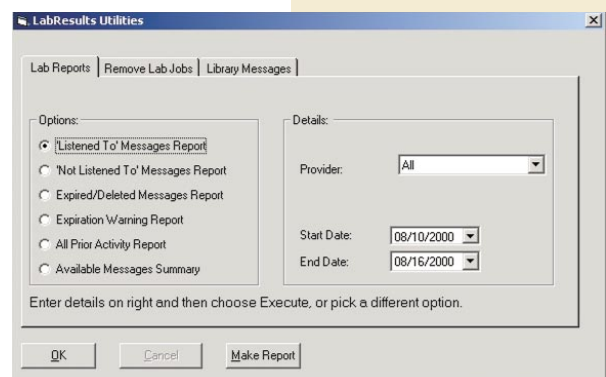
Personal Message in
Provider's Own Voice

24-Hour Patient &
Provider Access

Secure, Safe and
Confidential

Easy Message Tracking
and Reporting

Fast and Easy to Use



24-Hour Demo Line
800-700-5336

Visit our website
www.phonetree.com

Flexible Configuration

PhoneTree Lab can be configured to support everything from a single doctor practice to large multi-practice/multi-specialty organizations. Message tracking and reporting can be completed by provider, location, specialty, date range or other sub-groups. Familiar Windows menus make administrative functions and report settings easy to change. Data can be viewed on-screen, printed in customizable report formats or on individual labels for the patient's chart.

Calling Capacity

PhoneTree Lab supports from 1 to 32 phone lines—multiple phone lines can be put in at the time of installation, or easily added in the future as your practice grows. Lab lines are available 24-hours/day for message input and retrieval. Line capacity will vary on the length and number of lab results you need to provide. A general rule is to have 1 phone line for every 150 patients accessing the system each day.

Hardware Requirements

PhoneTree Lab requires a Windows 98/2000 compatible PC with at least 1 USB port. Systems include USB call center hardware and custom software supplied on CD. Contact PCS for current PC requirements.



Pro/Lab Combinations

PhoneTree Lab may be combined with PhoneTree Pro systems on the same PC. PhoneTree will allow Pro lines to be available as Lab lines once daily call jobs have been completed, increasing your system's overall use and value.

How Does PhoneTree Lab Work?

Patients are given a confidential ID number (that you define) as they leave your office with instructions to call PhoneTree at a future date that you choose. Mailboxes and messages are created simultaneously in one of three ways: providers or staff may record individual messages in their own voice; they can use pre-recorded messages from their message library; or administrators may create mailboxes for groups of patients using a print file as a data source linked to messages from a message library.

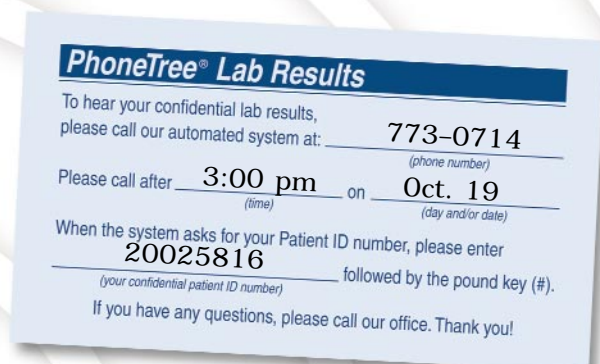
When the patient calls, they enter their confidential Patient ID and hear their results or a message stating that their results are not yet available. All calls are logged, and after a selected time, the patient's message and mailbox are automatically deleted. Daily reports are available to identify the status of all messages.

Warranties, Service and Support

All PhoneTree Lab products are warranted for one full year on all hardware and software components. PCS offers extended service contracts that insure your PhoneTree system will continue to work, even if your practice management system changes. PhoneTree is designed for remote servicing, allowing PCS to provide same day service on most service issues.

PhoneTree Lab Features

- 24-hour patient access to retrieve messages
- 24-hour message input from any touch tone phone
- Secure access via patient and staff ID
- Providers or staff able to record personal messages in their own voice
- Multi-language menu options and patient introductions
- Message status available on-screen and in print formats
- Providers or staff able to use pre-recorded messages from message library
- Can automatically create messages from your library for large groups
- Automatically creates patient mailboxes when message is recorded
- Virtually unlimited patient mailboxes
- Easy-to-follow voice prompts means no formal training
- Patient able to transfer back to office phone system
- Ability to pause/resume while recording messages
- Ability to append to existing messages
- Print labels of confirmed message delivery for patient charts or folders
- Messages automatically deleted based on user definable message life
- Link with PhoneTree Pro can notify patients that test results are available
- No programming required—compatible with existing practice management hardware and software platforms
- No training required to operate—100% unattended operation



Contact
