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HIPAA Compliant Virtual Phone Number for Healthcare Providers

If you are a healthcare provider, chances are good that you have a complaint phone number on your website. The American Healthcare Association has designed an online system to collect consumer health information, which can be inputted into the HIPAA Complaint Virtual Phone Number for Healthcare Providers.

The system was designed to help providers address the "frequent and intense complaints about healthcare" that have been received by the AHA in recent years.



Why Consider HIPAA Compliant Virtual Phone Number?

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1. Easier for Customers to Report Complaints

By adding a virtual number, customers will be given an easier way to report concerns that may arise. The AHA created the system to allow customers to come directly through its website rather than filling out a form on other sites.



2. Minimizing Complaints Through Secure Resolution

The HIPAA Complaint Virtual Phone Number is designed to allow complaints to be handled in a secure format, with follow-up questions being reviewed using the system's algorithm. This process is designed to help minimize the number of patient complaints.



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3. Better Management of Complaint Issues

Once a complaint is received, the system will automatically prioritize it according to various factors. It will then be sent to the appropriate party for review. The system also records complaints, which can be sorted by type and by individual provider or hospital to facilitate better management.



4. Easier for Providers to Respond to Complaints

The system will allow providers to respond and check the complaint's status while offering details on how they can maneuver through a specific issue. The system allows complaints to be called directly and addressed by an individual rather than a phone system.



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5. Tracking Compliments and Complaints

The system includes several tracking tools to ensure providers follow up on their customers' complaints appropriately. For example, the system allows users to quickly review the answer to an inquiry while also updating the complaint number. The system also indicates how many suggestions have been received by a customer. That can help providers prepare for future complaints.





6. Enhancement of Complaints

Complying with HIPAA regulations is one thing; being responsive is another matter entirely. Providers should ensure that they are fully meeting the needs of their customers. The system has been designed to improve patient care while also making the complaints process easier to follow.

Conclusion:

Contact Center Services providers are expected to have a very large and diverse staff of agents ready to take inbound calls and provide quality customer service. The value of working with such a company is having all your internal systems in place for quality customer service. Service providers deliver quality support when customers need it most, from a fully-equipped call center with all the modern technologies you need to get the job done.





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Thank You!