



Medical Professionals

Have you ever called your current exchange as a patient? Were you happy with what you heard?

How were you treated? How many rings did you get?

Would a complete detailed record of every call, how it was handled, and delivered along with an audible recording increase your comfort level?

Is the thought of changing services scary? We'll help make it easy.



Why should I change my service to you?

- We started serving our first practice in 1946. If it can happen, we have seen it. We work to keep you the best.
- We design our services to meet the needs, size and desires of you and your practice.
- We are Health Insurance Portability and Accountability Act (HIPAA)-compliant and even have an industry-created Business Associates Agreement contract for your protection.
- We digitally record every call taken for your practice and keep it for seven years. We also retain detailed records for every call, including every number dialed to deliver it. No more "he said, she said". We can tell you for sure exactly what took place.
- We are locally owned and operated. We encourage you to visit our offices and meet the people you employ.
- Our management team works with you and your office staff to keep your details current and effective.
- We work with all of the latest technology. If you want to investigate something new, we'll be there.
- We capture caller information through Automatic Number Identification (ANI) whenever the carrier offers it.
- You pay only for operator minutes used.

What will I get from Answer Midwest?

Reliability - We began as a medical exchange in 1946 and have been in continuous operation ever since.

Quality - We provide the best, highly-trained, award-winning professional operators to greet your patients.

Improved Patient Response - The world has become used to bad service. We improve service by allowing you to provide a professional attendant from the first call, assuring a quality, caring response to your patients.

Proven Service - We have won the *ATSI Award of Excellence for Customer Service* the last seven years in a row. We are proud and participating members of ATSI. Visit ATSI's Web site for more information at www.atsi.org/MemberBenefits.

Flexible Services - We can do as much or as little as you need. We build to fit your practice and personal needs.

Appointment Scheduling - We can even schedule your appointments and provide you and your office staff access from anywhere at anytime via the Internet.

Detailed Record Keeping - We keep detailed records of each call and the subsequent message, including an audible recording of each call, for seven years. In short, we keep track of how well you perform to meet the needs of your customer.

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