



How to cut down the  
time spent on patient  
calls by five times  
afterhours and during the  
day using CallMyDoc™

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# The Phone Calls Problem

- Over 80% of all communications with any practice are over the phone:
  - Patients prefer to just pick up the phone instead of any other way to contact your practice.
  - Most patients have trouble remembering their passwords to online portals. Many patients do not even know it exists.
  - Texting platforms can help but not all are HIPAA compliant posing risks and creates more work for your staff.
  - Most patients find patient apps to be too complicated or are not even sure how to set them up.
- Bottom line: phone calls are not going away, period.

# What is the impact on your practice?



Question Call Type	Average Number of Words per Question	Average Time to Read from a Patient Case in Seconds	Average Length of each question Call Type in Seconds	Average Time to Listen to Question Call Type in Seconds
Billing	48.56	3.24	22.12	19.42
Clinical	46.17	3.08	21.34	18.47
Electronic Medical Records	63.11	4.21	29.06	25.25
Medication	55.35	3.69	24.74	22.14
Non-urgent Other	54.82	3.65	25.19	21.93
Referral	62.58	4.17	26.58	25.03
Scheduling or Admin	49.23	3.28	24.25	19.69
<b>Average per Call Type</b>	<b>54.26</b>	<b>3.62</b>	<b>24.75</b>	<b>21.70</b>

# Cut the time to Manage Calls During the Day by five times

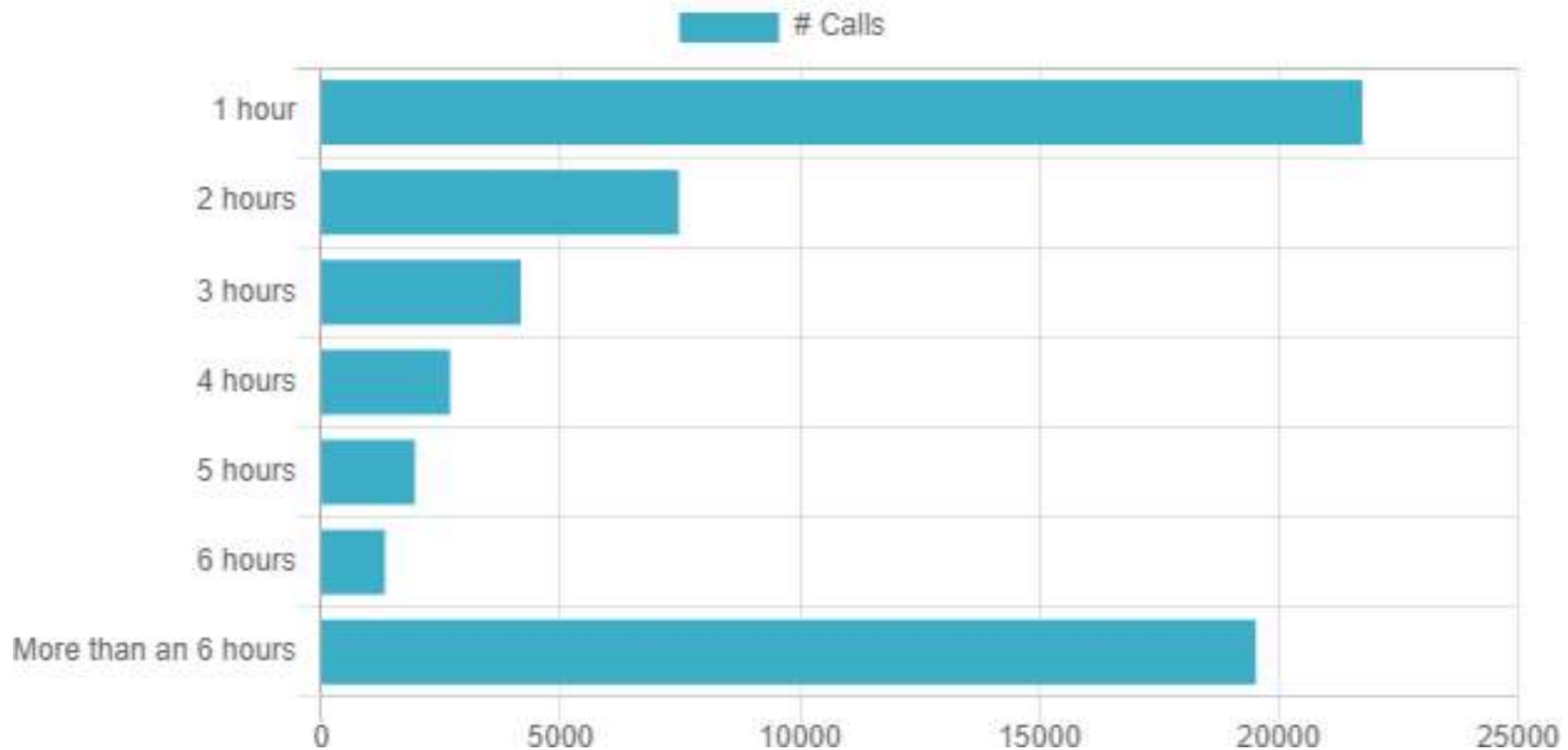


- With CallMyDoc™:
  - Prioritize which calls get answered first and which ones can wait for a call back.
    - Not all calls have the same priority
  - Manage all call backs by just reading Tasks
  - Messages are transcribed directly into Tasks and then sent to the right Task Inbox automatically.
  - All transcribed messages are managed and sorted by priority on a dashboard
- Bottom Line: 80% of the work is done by CallMyDoc™

# Net Result: Staff Return all Calls in Less than Six Hours



Non-urgent Call Response Time from Dashboard based on Archived calls



# Cut overhead to Manage Calls After Hours by five times

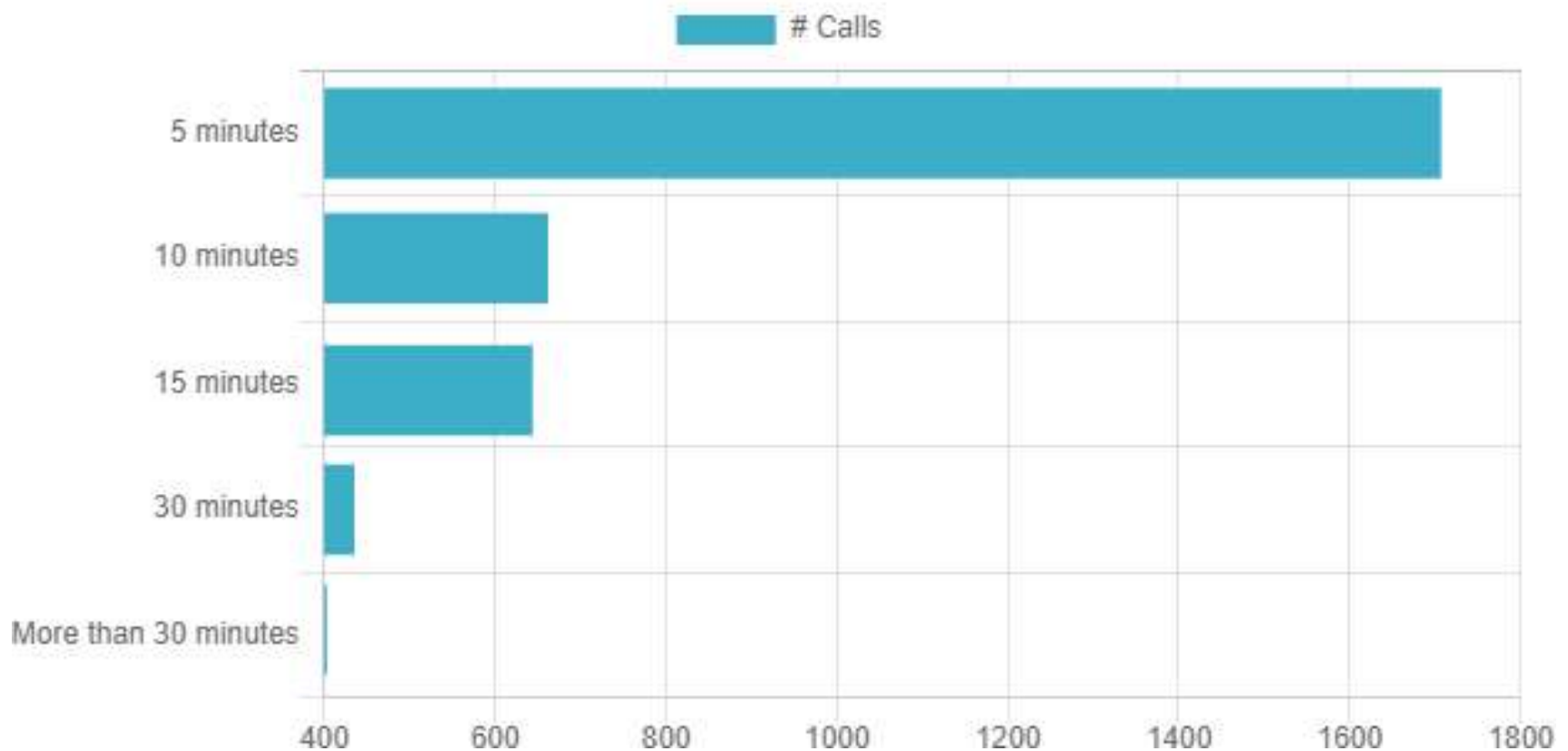


- With CallMyDoc™:
  - Self-documents all calls
  - Calls show all the patient information, photo, etc.
    - Providers can screen their calls
  - The app can send prescriptions and refills, update the chart, and call the patient back by itself
  - Calls are displayed in the app with a patient chart
  - Costs 70% less than any call service

# Net Result: Afterhours calls are handled in 5 minutes



Urgent Call Response Time from App based on Closed or Archived calls







# Product Demo

Logged in as Carl Silva Allscripts Test Practice / Allscripts Test Office (310) 861-3922 Logout

Call My Doc After Hours Sessions Schedule Resources Configuration

## Sessions for Allscripts Test Office (310) 861-3922

ALL OPEN AND CLOSED CALLS 0    OPEN 0    CLOSED 0    ARCHIVED 2    CANCELED 3    +

Search:     Active or Archived: All Active    Date From:  2022-07-26    Date To:  2022-08-24    MORE FILTERS    EXPORT    SEARCH

0 Sessions



# Summary

- Phone calls make up 80% of your practice overhead in handling patient communications.
- This is not going to change any time soon.
- With CallMyDoc™, you can prioritize which calls get answered first, and any calls that cannot get answered by a live person are transcribed into Tasks automatically, tracked, and documented.
- By using CallMyDoc™, it will increase staff productivity during the day by five times to manage patient calls, and decrease the amount of time for providers to handle calls afterhours by five times.

## Slide 10

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**LK0**

Suggest adding a slide showing uptake in the Pro EHR and TW EHR client base - org names, logos, or maybe how many Allscripts client sites?

Lockard, Kim, 2022-08-24T15:23:47.703

**LK0 0**

How about a testimonials slide?

Lockard, Kim, 2022-08-24T15:24:00.343



# CallMyDoc™ Pricing

- No set up fee, no one time charges, 30-day free trial minimum.
- For after hours only, \$129.99 for the first provider, \$49.99 per additional provider on call.
- For daytime or 24 hours a day use, \$129.99 for the first provider, \$49.99 per additional provider per location.
- No long-term contract, no cancellation fee, cancel whenever you want.
- You can have as many customized phone numbers as you want, each one can be programmed for a different set of prompts, a different set of behavior, and a different set of workflows to handle patient calls.



# How do you get it?

- Send the following information to [info@sphinxmedtech.com](mailto:info@sphinxmedtech.com):
  - Allscripts Client Account Number
  - Org Name
  - Contact Name
  - Contact Telephone
  - Contact Email
- Within a day or two, you will be notified of your setup via email and to schedule a screen share orientation

# Questions?



## **Call My Doc** <sup>TM</sup>

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