

Temiskaming Hospital

February 24, 2010

Temiskaming Hospital Goes Virtual With its Telephone Answering System

Despite the fact that Temiskaming Hospital is a small community hospital, the main switchboard experiences a very high call volume such that it is sometimes difficult to get through on the main 647-8121 line. Having said that, in order to serve the community better, the Hospital is launching an auto attendant service, otherwise known as a virtual receptionist, on March 1st.

This service will allow the caller to be automatically transferred to different user extensions without the involvement of the front desk receptionist. There is no need to worry however, because the receptionist will still be available should the caller need assistance.

The telephone number to use to access the auto attendant is (705) 647-1088. From here the caller will be given a number of options such as:

- Hearing options in French;
- Dialing direct to the person's extension (if known);
- Hearing general information announcements like the Hospital's visiting hours;
- A list of the most commonly called departments; and
- Accessing the Hospital's internal staff directory.

By implementing an auto attendant solution, Temiskaming Hospital is hoping to significantly improve communications across the organization and enhance client satisfaction.



Temiskaming Hospital
(705) 647-8121
www.temihosp.on.ca