

Physician Office Answering Service

OSF OnCall Digital Health provides after-hours answering service support for physician practices during the evenings, overnight and weekends, including holidays (New Year's Day, Memorial Day, July Fourth, Labor Day, Thanksgiving and Christmas).

24/7/365

Supervisory coverage

4.5

Average patient satisfaction rating on 5-point scale

↓ 6%

Call abandonment rate



Documenting call and outcome directly in Epic

Service protocols

When a patient calls into the answering service by dialing their provider's number – which is configured to connect to the OSF OnCall Digital Health answering service – the agent will attempt for up to two minutes to connect to the physician or provider on call. Up to three repeat attempts will be made.

Following established policies and procedures, calls will be routed in the following manner:

- Page/connect to physician or provider on call
- Send a message to the provider's office

Exclusions

The following calls are excluded from service:

- Hospitalized patients of the contracted physician. These inpatients will be directed to contact their nurse in charge. Calls from inpatient units will be instructed to contact the physician's on-call provider directly.
- Patients of the contracted physician calling from an emergency room will be instructed to contact the nurse in charge. Calls from the emergency department itself will be instructed to contact the physician's on-call provider directly.



Using office-specific questions when speaking with patients



Collaborating with physician's office to address concerns

Visit osfoncall.org/partner to learn more about what partnership opportunities we offer to help move you into tomorrow.



Pricing based on monthly call volume