ComTec Cloud

Unified Communications Platform

iConnect RX

The iConnectRX Unified Communication Voice Platform provides your healthcare organization with state of the art technology, world class service, customized healthcare specific licensing and integrated applications that our clients expect. State of the art encryption & security measures ensure your system is fully HIPAA compliant and your patient's privacy is protected.

ComTec's iConnectRX platform is uniquely designed to address the needs of the healthcare community through a single unified communications solution. This feature rich platform allows you to provide better patient interaction and improve satisfaction while eliminating the external costs associated with multiple service providers.

Powered by ComTec Cloud

Benefits

When you have tools specially designed for the healthcare industry you can control your staffing, better triage the incoming calls and grow your practice or healthcare facility with customizable, scalable, and tailored solutions that only ComTec Cloud knows.

With 25 years of experience supporting the country's largest and most successful healthcare companies, we know what it takes to deliver precision engagement to patients, doctors, and staff so that the overall experience drives satisfaction and efficiency.

iConnect RX

Highlighted Features Include

Patient Appointment Reminders

Improve scheduling and eliminate no shows with automated appointment reminders without the need for an additional service.

After-Hours Physician Notification

Eliminate the need for answering services with after hours emergency notification. Patients can leave messages on the regular office line, which can be forwarded to the on call doctor. Time limits and notification hierarchies ensure someone will always get the call!

Patient Call Queuing with Real-Time Statistics

Track the number of patients on hold in real time to better deploy scheduling resources and eliminate hang-ups to increase patient visits and avoid dissatisfaction. Historical data can also be tracked to help you plan ahead.

EMR and EHR Software Integration

Fully integrate telecommunications systems with EHR and EMR software. Click to call features can turn documents and records into contact sheets that connect staff with patients, other offices, labs, and more.

Mobile Nursing Softphone with Instant Messaging and Presence

Staff can be connected from anywhere using Wi-Fi as well as cellular connectivity to make and receive office calls, as well as chat between employees.

Telemedicine and/or Remote Patient Visits

Our advanced video and collaboration technologies help you deliver remote care, diagnosis and treatment seamlessly and securely. Empowers patients and care teams to reach beyond traditional boundaries for better outcomes.

Networking of Remote Offices

Networking locations allows for centralized scheduling and reception and eliminates the need for multiple office numbers.

iConnectRX comes with some of the most powerful communications applications and features in the industry from voice mail to remote monitoring and will revolutionize your day to day operations.

iConnectRX Standard Features:

- Patient overflow automated attendant
- Multilingual support
- Que up call / call back
- On demand call recording
- IP Faxing (HIPAA Compliant)
- Secure internal instant messaging

Additional Features:

- Message notification and escalation
- Electronic prescription refills with automated notifications
- Telemedicine and collaboration
- On demand screen sharing
- Unlimited users
- Cloud based, secure, and scalable
- Find me follow me for nursing and mobile staffing
- Physician and hospital hotline
- Integration with most hospital PBX systems for interoffice dialing

COMTEC Cloud

Solutions at the *Speed* of Technology

800.622.5532

comteccloud.net