

Answering Service Solutions

FredMed has two solutions for meeting your answering service needs. Both services allow you to keep your current pagers or send messages to cell phones. Both also allow you to have multiple voice mailboxes for separate designated functions like prescription renewals, referral requests, and other non-urgent messages. Below are descriptions of the features of each service and contact information for further follow up.



Frederick Memorial Healthcare System (FMH) offers a reliable, locally managed, automated answering service that provides call coverage for thrifty practices that want to manage their own call schedules. This solution includes a voice mail system with a programmable automated attendant that walks callers through initiating paging an on-call physician or leaving non-urgent messages in a voice mailbox. Features include:

- Simple to use voice mailbox system.
- Local service and support.
- Low cost solution with no minimum volume requirements.
- Fixed cost, so no monthly financial surprises.
- Announcements are self-managed. No need to request changes through a vendor.
- You can cancel at any time.

For more information regarding this service, please contact **Mike Taylor**, FMH Voice Technologies, at:
(240) 566-3702



NotifyMD is a national, full-featured physician-only answering service with medically trained staff that can handle your calls 24 hours a day, and is a good choice for practices with more comprehensive answering service needs. FredMed has negotiated a group discount with NotifyMD. NotifyMD is the only call management service organization exclusively endorsed by the Medical Group Management Association (MGMA).

- Live, medically trained staff handles urgent calls.
- Extensive reporting capabilities
- Average calls handled in less than 1 minute.
- Web interface available for picking up messages.
- Automatically handles call rotation schedules.
- Option to include daytime call coverage for overburdened practice switchboards.

To obtain more information about this service, contact **Kimberly Watts**, NotifyMD, at **(866) 367-5494**. Tell her you qualify for the FredMed member discount.