



CAPTURING REAL TIME INTELLIGENCE.
DELIVERING REAL TIME RESULTS.™

International Medical Group, Inc. (IMG) truly understands the needs of international citizens. For more than a decade, IMG has provided medical insurance to individuals, families and groups who are living or traveling abroad. Whether you need individual coverage for a vacation or group coverage for your employees in locations around the world, IMG has a product to meet your needs.



INDUSTRY

Medical Care

SITE OF DEPLOYMENT

Indianapolis, IN

SYSTEM OVERVIEW

Deployed: July 2000

Channels recorded full-time: 96

Telephone System: Nortel

Meridian 1

PURCHASE DECISION FACTORS

- Reliably record 100% of all incoming and outgoing calls
- Liability protection
- Easy to use search functions
- Fast retrieval speed

BENEFITS

- Dispute resolution
- Quality claims validation and liability protection
- Improved quality assurance and training
- Less time and money spent in court proceedings

The International Medical Group, Inc. Enhances Efficiency and Effectiveness in Training, Quality Assurance, Dispute Resolution and Liability Protection with VPI

For more than a decade, IMG has provided medical insurance to individuals, families or groups who are living or traveling internationally. With a staff that includes international claims administrators, multilingual customer service representatives and FMCEA delivers a comprehensive suite of services to hospitals, including cardiovascular perfusion, autotransfusion, apheresis, and other extracorporeal therapies. As an outsourcing partner to over 450 hospitals nationwide, FMCEA provides a multi-disciplinary team of perfusionists, nurses and technicians to their clients. The stakes are often life or death, and the need for quality monitoring, dispute resolution and liability protection is extremely high.

"We have a communications center – a call center that our client hospitals contact to schedule our staff for surgeries," explains Greg Frazier, FMCEA's Information Technology Manager. "Or it could be an emergency procedure, a heart attack or a gunshot wound, and an ER [emergency room] will call. They often have to put people on [organ] bypass – you have to have specialists on standby. It's critical that we know what hospital called, who called, their location, what the emergency is and when our staff has to be there. And that's where the VPI recording system comes in."

The inbound calls are just part of the picture, according to Frazier. "We also rely on our VPI system to record all our outbound paging and calls to our employees. The communications center will call our clinical technicians to get their ETAs [estimated time of arrival], and to confirm the details of what's required." Having all those communications recorded for instant retrieval is critical when something goes wrong.

Becky Diexey, Manager of the Communications Center knows all about the value of VPI first hand. "When there has been patient endangerment and the hospital says that we said one thing, and we actually said another, I've had hospitals call and demand to hear what was said immediately, and I've retrieved the recorded call while they're still on the line, and let them listen to what was said. They're always flabbergasted! They can hear exactly what went on. And it does protect us, it does save us on lawsuits – they don't even bother to sue us."

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Richard Heilbrunn

Vice President of
Operations

On-site medical staff available 24 hours a day, seven days a week for medical emergencies, the need to record and monitor staff and client conversations for quality, accuracy and claims validation is especially critical.

According to Richard Heilbrunn, Vice President of Operations at IMG, adopting VPI's recording technology in 1999 has given their efficiency a big boost, saving them time and money. "With VPI, I've been able to make each manager responsible for monitoring their own staff from their desktop," said Heilbrunn. "And finding those critical calls is much easier – no more 8 mm tapes to search!"

Heilbrunn considers the VPI system the key to avoiding costly litigation and shortening court proceedings when they become unavoidable. "It saves a lot of time in court proceedings to have the recordings available. It leads to speedier resolution." Training and quality monitoring is another area where VPI technology shines. "We use it a lot for training," said Heilbrunn. "For new agents, we'll have them listen to calls that were handled really well as examples. Also, if somebody's been on the phone too long, we'll try to help them be more efficient and get to the point." Handling customer interactions correctly in the first place is crucial to avoiding possible disputes before they arise. "If agents know they're being recorded it encourages them to give out more accurate information to our customers."

In spite of everyone's best efforts, when customer complaints do arise, those recorded calls are a life saver. "If you have to deny somebody's claim, they sometimes go to the Indiana Department of Insurance and complain," reports Heilbrunn. "With VPI we'll have those phone calls recorded, and we include them with the file we submit to support our case. It's a huge benefit."

And what about the future? With VPI's open architecture, upgrades are simple and cost effective. Currently archiving calls on DVD-RAM disks, Heilbrunn has plans to switch to a NAS device (Network Attached Storage), giving IMG a year's worth of archived calls for instant, on-line access.

VPI is a global leader and innovator in the digital multi-media voice/data/screen recording and quality assurance industry. Since its inception, VPI has been dedicated to expansion (CEM). From Fortune 500 giants to small public safety dispatch centers, companies benefit from VPI's non-proprietary, flexible, software based design. VPI is dedicated to providing its clients with the industry's most flexible and reliable solution, saving them precious time, money and, most importantly, giving them peace of mind.