

DAMOVO

Satisfied patients thanks to  
improved communication



## Change Driver

The CTO of a Belgian hospital group with 3500 employees across 5 locations had two main goals in introducing a new communications system; improving patient service and minimising missed appointments.

The aim was to reduce the waiting time for over 530,000 callers per month and manage the ever-increasing number of calls more efficiently without increasing the number of contact centre agents.

In addition, they wanted to improve the efficiency of the booking system in order to reduce the number of inpatient and outpatient missed appointments.

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The logo for Damovo, featuring the word 'DAMOVO' in a bold, white, sans-serif font. The letter 'A' is replaced by a white triangle pointing upwards.

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87%



## Damovo Approach

Working closely with the clinic, Damovo has implemented a user-friendly Mitel solution that makes call handling and scheduling more transparent.

A Unified Communications and Contact Centre solution consisting of Mitel's MiVoiceMXOne, MiContactCentre Enterprise and Mitel OneBoxUnified Messaging was implemented to bring the five different sites together into a single virtual team capable of managing all customer communications.

All incoming calls are routed through an interactive voice assistant to ensure patients are connected to the right department immediately. If there are no staff available, patients can request a callback using their preferred contact number.



## Customer Value

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### How the **patient** benefits

Patients are reminded via SMS about upcoming appointments and can easily re-confirm or postpone if required.

Call waiting times are drastically reduced –meaning the patient receives answers more rapidly.

The easily accessible online appointment booking system made the process much easier for patients to make an appointment.

### How the **clinic** benefits

Incoming calls, which have increased by 30% in recent years, are now handled more efficiently with the same number of agents. Internal communication has also been noticeably improved.

Patient complaints about long call waiting times have been reduced. The ratio of missed appointments has been significantly reduced – meaning those slots can be re-allocated to other patients, positively reducing overall waiting times.