



Nearly 200,000 calls per day are received by Ontario's health, social & community service organizations...

access2care@liveconx helps meet the challenge to ensure every caller receives a timely, professional response, from a real person, and that the right resources and follow-up is activated.

CARE & ASSISTANCE WHEN IT'S NEEDED

Hospitals, Children's Aid Societies, home and assisted living care providers, mental health crisis organizations and other community care organizations are on call all day, every day to guarantee help is available when it's needed.

For over 12 years **@liveconx** has eased the burden, for both private and public health and social care service organizations, of providing uniform, efficient, 24/7 service across large client regions.

Leveraging our innovative combination of real-time communications technology, automated resource management systems, and live person call answering for your community contact management allows you to focus 100% of your resources on providing quality service and response time to every one of your clients.

Choosing **@liveconx** means:

- ▶ knowing a professional, timely response is provided for every call, email or any other kind of contact
- ▶ calls and contacts are automatically logged, time and date stamped and tracked for progress management and reporting
- ▶ the most suitable service/resources are dispatched for each incident
- ▶ lower administrative costs
- ▶ faster response time

ENHANCING & EXTENDING CALL RESPONSIVENESS

It is not a product, it is not software, it does not burden your IT staff or require hours of training — **access2care@liveconx** is a service.

An innovative, personalized and affordable service designed to extend and enhance your call tracking, management and response capabilities.

access2care@liveconx also provides comprehensive, real-time data management that helps identify important trends and lets you better manage service delivery costs.

Quality and responsiveness of service is the cornerstone of your organization – ours too. Over two-thirds of **@liveconx** customers have been using our services for more than seven years. We're also the only contact response center to receive the prestigious CAM-X Award of Excellence for more than 21 consecutive years.

Highlighted below are some of the most popular services used by **access2care@liveconx** customers to improve response times, enhance the quality of service, control administrative and service delivery costs, and measure and monitor key performance metrics.

- 🔗 **Call logging with date/time stamps, dispatch confirmation, optional voice recording & customized reporting.** Provides a wealth of critical information that equips you to better manage your programs, gain valuable insights into program utilization and effectiveness, and retain a full audit tracking ability for every incident.
- 🔗 **On-call schedule management.** Keeping track of resources needed to provide 24/7 service can be a daunting task. Our comprehensive resource management systems will save you time and money by managing and maintaining your after-hours and on-call personnel schedules.
- 🔗 **Incident classification and resource matching.** Different situations require different responses. **access2care@liveconx** identifies each incident according to your classification matrix then automatically dispatches the most suitable resource(s) or initiatives the most appropriate follow-up.
- 🔗 **Flexible message dispatch.** We don't rely on just one method to reach you. Based on your preferences we will call each of your provided phone numbers, SMS text, page, or email you. We can even offer an escalation process based on a tailored classification of call urgency.
- 🔗 **Personalized account profiles and tailored escalation and response policies and procedures.** We tailor your individual **access2care@liveconx** service to reflect



access2care@liveconx™ employs an innovative combination of real-time communications, automated resource management and live person response to extend and enhance your organization's ability to quickly and effectively respond to all incidents – day or night!

your specific emergency vs. non-emergency response policies, and your customized escalation procedures.

📞 **Dispatch with confirmation.** When assistance is needed, and lives may be at risk, you have to know help is on its way. **access2care@liveconx** provides confirmation for every resource it dispatches.

📞 **24/7 online access to customized call recordings.** We understand that you may need instant, convenient, anytime access to actual calls. **access2care@liveconx** can provide private, 24/7 online access to detailed call recordings.

📞 **Mass emergency response team deployment and coordination.** Your organization's resources may be just one of several required in the event of a catastrophic emergency. **access2care@liveconx** can coordinate and deploy multiple response teams, such as fire, police, paramedics and others, providing a centralized coordination center with up-to-the-minute status for total resource deployment.

📞 **Direct connect telephony.** If for any reason it won't be possible to reconnect with a caller or call them back our **access2care@liveconx** systems can immediately direct connect them to your staff.

📞 **24/7, Bilingual service.** Of course, **access2care@liveconx** operator representatives are bilingual (French and English) and through our partnerships we can respond in over 140 languages. All our services are available 24/7.

REPORTING & ANALYTICS

Our automated resource, call tracking and management systems provide a wealth of critical information that equips you to better manage and control costs, monitor key performance metrics and measure program effectiveness. Some of the available reports include:

📞 **real-time incident reporting** from the first call to the last all information is tracked and logged providing a wealth of detailed information such as:

- ▶ incidents by classification and/or date
- ▶ response times by incident

📞 **call audit log** reports provide detailed, up-to-date statistics for all calls and contacts into the call center

COMPLETE CONTACT RESPONSE & CALL ANSWER SOLUTIONS

access2care@liveconx is only one of the many personalized solutions available from **@liveconx**. A full range of innovative contact response and call answer services are also offered.

Take advantage of:

📞 **Emergency call patching** provides disaster recovery. Should you lose communications all calls can be automatically redirected to the **access2care@liveconx** call center through your service provider's central office.

📞 **Virtual reception and call overflow** services for after hours, or those times when you are overworked and understaffed.

📞 **Appointment reminder and confirmation** service eliminates frustrating no shows that waste time and resources.

For more information about **access2care@liveconx** or any of our other contact response and call answer services call **1 (800) 267 9132** or visit our web site at **www.liveconx.com**

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