e-IVR™

Lab Results

In today's environment, Health Care Providers are seeking innovative, cost-effective methods to improve their delivery of services. e-IVR™ Lab Results is a high-tech automated lab results service that's available at a low-tech price, providing patients with confidential lab test results 24 hours a day, 7 days a week!

e-IVR™ Lab Results allows a patient to retrieve lab results from any touch-tone telephone at their convenience, 7 days a week. Patients are required to enter a security code which is validated against a local or Microsoft SQL ODBC compliant database to provide a highly secure and private means of retrieving test results. For highly sensitive lab results patients are prompted to hold while the system transfers them to a member of the medical staff. By handling routine calls, e-IVR Lab Results reduces time-consuming telephone interruptions, and physicians and staff have more time to provide for patients in the office.

Key Uses and Benefits

- Password protected to provide a private and safe means of retrieving results
- Eliminates need for staff members to handle all lab results inquiries
- Patient is given the option to transfer to a member of the medical staff
- Seamlessly integrates with existing databases (ODBC compliant or *.csv file)
- Works around the clock to provide patients their results 24/7
- Patients retrieve lab results at their convenience from any location
- Improves office efficiency

Experience the technology of e-IVR Lab Results first hand by telephone or the Web at
1-800-457-9321   ●   www.eivrsolutions.com
*Valid Patient ID to test with: **123456789***
Test ID = *111* Reads back as number
Test ID = *222* Reads back as Text-to-speech
Test ID = *333* Reads back as boolean (positive or negative)
Test ID = *444* Reads back as money
Test ID = *555* Reads back as Character
Test ID = *777* Reads nothing back and transfers to staff

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ISV/IHV INNOVATOR
AVAYA
DeveloperConnection Program