

## **See what your colleagues are saying about The Telephone Connection's Doctors' Service**

"We have been using the Telephone Connection for all of our after hours answering needs for over 5 years. We have a complex call schedule that requires coordination of individual physicians at multiple locations and multiple hospitals. The Telephone Connection's service provides our physicians with a much more accurate way of getting information to our on-call physicians. Our on-call physicians find that they can make decisions faster, and patients report that we call them back much sooner than before. With our old 'live' service, information was often inaccurate and there was too much room for human error.

"The Telephone Connection's *live operator back-up* locates our physicians when their pagers aren't functioning properly. The Telephone Connection also provides 24-hour customer service. We have always found their operators pleasant and their customer service staff always willing to help. We have been very pleased with this service."

Dr. Cheryl Dunnett, **Medical Director**  
Cedars-Sinai Medical Group  
69 Internists and Specialists

"The move to The Telephone Connection is one of the most efficient and successful changes that we have implemented in our office. The system is infallible. I have no hesitation in highly recommending this service to other physicians."

Dr. Ivor Geft, **Cardiology**

"Excellent telephone service for different problems. I have been using the service for the past 8 years and it is very flexible. I can screen my calls and respond to emergencies. It is very unusual that I would miss a call. I can call and get a reminder as frequently as I wish."

Dr. Joseph Raoof, **Dermatology**

"Your voice mail service is top notch. Always efficient and responsive especially when it matters most - in emergencies!"

Dr. Ken S. Honbo, **Endocrinology**

"The Telephone Connection is an absolutely reliable service. We never miss a page. The patients and referring physicians really like the service. There aren't 27 buttons to press to reach the Doctor on call, just 1 number and the Doctor on-call gets the message. I would definitely recommend this to any of my colleagues."

Dr. Richard F. Corlin, **Gastroenterology**

"I have used the Telephone Connection for many years, and have found the service more reliable and accurate than our previously costly, live operator answering service. It is particularly handy to be able to send and receive messages to and from the other Doctors in our group, and the other Doctors who use the service. I would highly recommend this service to anyone. It is cost effective and user friendly."

Dr. Edward H. Phillips Jr., **General Surgery**

"I've been using the Doctors' Service from the Telephone Connection for over 8 years. With this service I can hear the message with no changes or mistakes. Messages are accurate and the service is great. I was able to configure a system to meet my special needs. The ease of changing the message allows me the flexibility in mixing my professional and personal life."

Dr. Ellie Goldstein, **Infectious Disease**

(over)

"The service is superb, reliable, efficient and easy to use. It cut my cost by more than 50% from a live operator service. It's also much better than a live operator service because it eliminates errors and 'excuses'. It's a great way to send Voice Mail messages to colleagues who also use the system."

Dr. Seymore Levine, **Internal Medicine**

"The Telephone Connection's Voice Mail services with *live operator back-up* save the physicians and staff hours each week, and improves patient satisfaction immeasurably."

Dr. Stephen Graham, **Nephrology**

My patients love the fact that they decide what message to leave, not an operator. They also love the fact that they do not have to explain to an operator what their medical problem is. This gives some control back to the patients. I have had much less abuse of the emergency pages since using The Telephone Connection. This system is also a lot better than the Pac Bell or store bought system since the Telephone Connection will track me, or my partners down if we do not answer an emergency page. The Telephone Connection is fantastic with *live operator back up* if I need it. This is truly a system that I would not be without."

Dr. Peter D. Weiss, **Obstetrics/Gynecology**

"I am delighted with the service offered through the Telephone Connection. My emergency pages are delivered promptly. The non-emergency calls are delivered without the risk of error (in either call back number or content) on the part of an intercepting operator. The forwarding function works flawlessly; the ability to sign out to one of my partners takes only a few seconds to accomplish and works flawlessly as well. The *live operator back up service*, which catches unanswered messages is greatly appreciated. Whenever a problem with the phone company occurred, The Telephone Connection has been immediately on top of it."

Dr. Avrum Bluming, **Oncology**

"I have used the Telephone Connection for many years. I have always received my messages and pages, and over the years have never received a patient complaint. Many of my colleagues have switched to the Telephone Connection after experiencing ease in reaching me via the service."

Dr. Howard Krauss, **Ophthalmology**

"I have been with The Telephone Connection for the past 10 years. As a physician I need an answering service that is professionally run and has excellent backup support. Should I fail to respond to a page within 1 hour, The Telephone Connection's *live back up operator* finds me, or one of my associates. I have no hesitation in recommending this service."

Dr. Ron Nagel, **Pediatrics**

"The service provided by The Telephone Connection has been fantastic. The ability to transfer messages between Doctors on the service, and to use features such as Future Delivery and other Voice Messaging services provides for ease of communications and makes life a lot easier."

Dr. Michael Soffer, **Pulmonology**

"The Telephone Connection is far better than any other Doctors answering service I have used. Although the system is computerized, it does allow individualization of messages, and has *live operator backup*. We have had no missed messages and no patient/doctor nor hospital complaints."

Dr. Alan Freedman, **Urology**

"For ten years I have enjoyed your completely reliable voice mail system. Your emergency customer service, when my office has not turned over phones properly, has been cordial and quick. Contact with your office staff has been most user friendly."

Dr. William Cohen, **Vascular Surgery**