

Placing leading edge communications solutions at the heart of NHS medical services.



## What is Medic-Call?

Medic-Call, for doctor's surgeries, delivers a family of communications solutions that are tailored specifically for General Practice services. Developed by British based voice specialists, Splice.com, Medic-Call satisfies the needs of both the Practice team and the increasing service demands of central NHS and Government.

The phone remains the primary method of communication for a surgery and its patients. With the need for extended opening hours, patient phone triage and some surgeries amalgamating, the phone system can be a burden or a blessing.

Medic-Call delivers a range of voice solutions that either enhance or if necessary, replace your current phone system, enabling you to deliver your services, exactly as you wish to, with ease.

# Key Features of Medic-Call



## Medic-Call Unified Device Support

Desk phones, smartphones, softphones,  
Wireless phones



## Medic-Call System Integration

EMIS, SystmOne, INPS Vision



## Practice Management

Call reporting, Call recording, Live  
wallboard/dashboard



## Medic-Call Admin Portal

Browser based system admin tool



## Medic-Call Attendant

Single or multi-level auto attendant



## In Queue Announcements

Simple announcement, Position in  
queue, Callback



## Flexible Call Distribution

Unlimited call flows, unlimited groups,  
time of day routing, multi-site inter/  
over flow



## Quick Message Activation

Service availability notifications



## Medic-Call Cloud Call Service

Shared services across  
multiple surgeries



## Medic-Call Cloud Disaster Recovery

Simple emergency activation for DR



## Call Forwarding

Still take calls when you're out of  
the surgery



## Remote Working

Allow staff to work from any location



## Voice Conference Bridge

Brings diverse teams together



## Traditional Phone Features

15 years telephony experience in the UK



## Single Surgery Deployment

A phone system physically based in  
your surgery



## Single Surgery Cloud Deployment

A phone system remotely based in  
the cloud



## Multiple Surgery Deployment

A single on premise phone system. Works  
across all surgeries, each surgery can  
operate independently



## Multiple Surgery Cloud

A single phone system based in the  
cloud. Works across all surgeries, each  
surgery can operate independently



## Finance

CAPEX or OPEX or a blend of both to  
meet budgetary requirements