Providing leading edge communications solutions at the heart of Care Homes

Medic-Call
Developed by **Splicecom**
Care Homes

Crown
Commercial
Service
Supplier

What is Medic-Call?

Medic-Call, for Care Homes, satisfies the needs of Care Home management, staff, and residents and provides advanced features, to support your workings with Local Authorities. Developed by British based voice specialists, Splicecom, Medic-Call satisfies the needs of both Care Home staff and residents.

The phone remains the primary method of communication for Care Home staff, its residents and residents' families. With the need for communication 24/7, a modern telephone system must accommodate the needs and work patterns of a busy Care Home.

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

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Medic-Call Unified Device Support
Desk phones, smartphones, softphones, wireless phones

Wireless Phones
DECT or WiFi for staff mobility

Room Phones
SIP/IP or analogue phones for residents

Medic-Call Operator Consoles
Central Reception/Operator position for one or many Care Homes

Staff Calling
Emergency call facility for multiple members of staff, wherever they might be

Tannoy/Paging System
Uses desk phones or integration with 3rd party tannoy/paging systems

Care Home 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

Messaging
Allows calls to ring direct or overflow to voicemail

In Queue Announcements
Simple announcement, position in queue, callback

Flexible Call Distribution
Unlimited call flows, unlimited groups, time of day routing, multi-site inter/overflow

Main Reception
Multi-site deployment or hunt groups

Emergency/Out of Hours Communication
Automatically notifies on-call staff of messages

Call Forwarding
Still take calls when you're away from the Care Home

Remote Working
Allow staff to work from any location

Voice Conference Bridge (VCB)
Brings diverse teams together

Traditional Telephone Features
Still take calls when you're away from the Care Home

Single Care Home Deployment
A phone system physically residing in your Care Home

Single Care Home Cloud Deployment
A phone system remotely located in the cloud

Multiple Care Home Deployment
A single on premise phone system. Works across all Care Homes, each Care Home can operate independently

Multiple Care Home Cloud Deployment
A single phone system, remotely located in the cloud. Works across all Care Homes, each Care Home can operate independently

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