Providing leading edge communications for Hospices & Palliative Care

Medic-Call
Developed by Splicecom
Hospices & Palliative Care

What is Medic-Call?

Medic-Call, for Hospices ensures the Hospice can function as a place of palliative care, whilst allowing families, community services and staff to communicate effectively.

A primary back office funtion of a Hospice is the ability to generate charitable funding in order to retain its service. Medic-Call's business analytics and call routing ensures fund raising staff can operate at optimum efficiency.

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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Deployment
Solutions in the cloud or in your Hospice, for single and multiple locations

Retail Stores
Direct connectivity to the main cloud or on-site Hospice system

Fund Raising
Analytics: Reporting, Recording & Live Wallboards

Volunteers
Flexible Hot-Desk solutions to support shift working or part-time staff

In Queue Announcements
Simple announcement, position in queue, callback

Medic-Call Attendant
Single or multi-level auto-attendant

Main Reception
Multi-site deployment or hunt groups

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

Emergency 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 systems

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

Microsoft Integration
Works with Outlook and Skype for Business

Wireless Phones
DECT or WiFi for staff mobility

Building Management
Integrates alarms from alarm panels, emergency pull cords, Lone Workers and more

Medic-Call Admin Portal
Browser based system admin tool

Messaging
Allows calls to ring direct or overflow to voicemail

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

Voice Conference Bridge (VCB)
Brings diverse teams together

Traditional Telephone Features
15+ years telephony experience in the UK

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