Web On Call Program

The following presentation will give you an overview of how Advanced Answering Center's Web On Call Program works. We think you will find that this program will be a valuable management tool for handling your emergency call schedule.

After you are finished reading each slide and want to advance to the next one, just click the mouse or hit enter on your keyboard.

Advanced Answering Center takes confidentiality seriously. All of the images you will see in this display are not from customer accounts. They are either from our own accounts or fictitious accounts set up for training purposes.

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Web On Call can be accessed by going to http://cvcpaging.com/oncall or http://75.144.155.228/infinityweb/Default.aspx.

You will need to have your user name and password ready.

If you leave the Web On Call on your screen without doing anything for more than 20 minutes, the system will disconnect you. All you have to do click on the Logout button on the top of the screen. It will take you back to the Login screen.
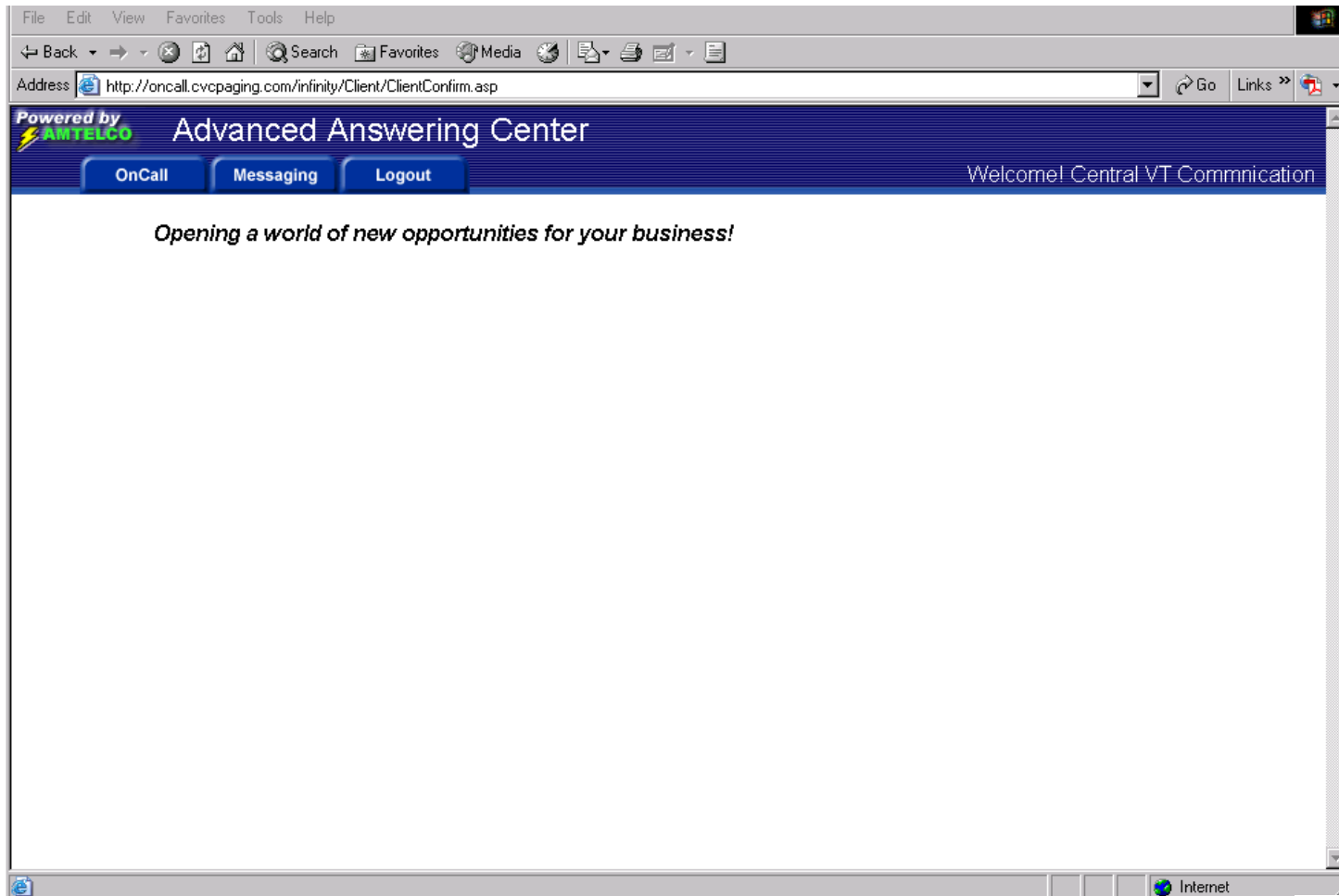
Advanced
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After entering the web address, the Login Screen will display. Your Login ID is your account number and a password will be provided to you.
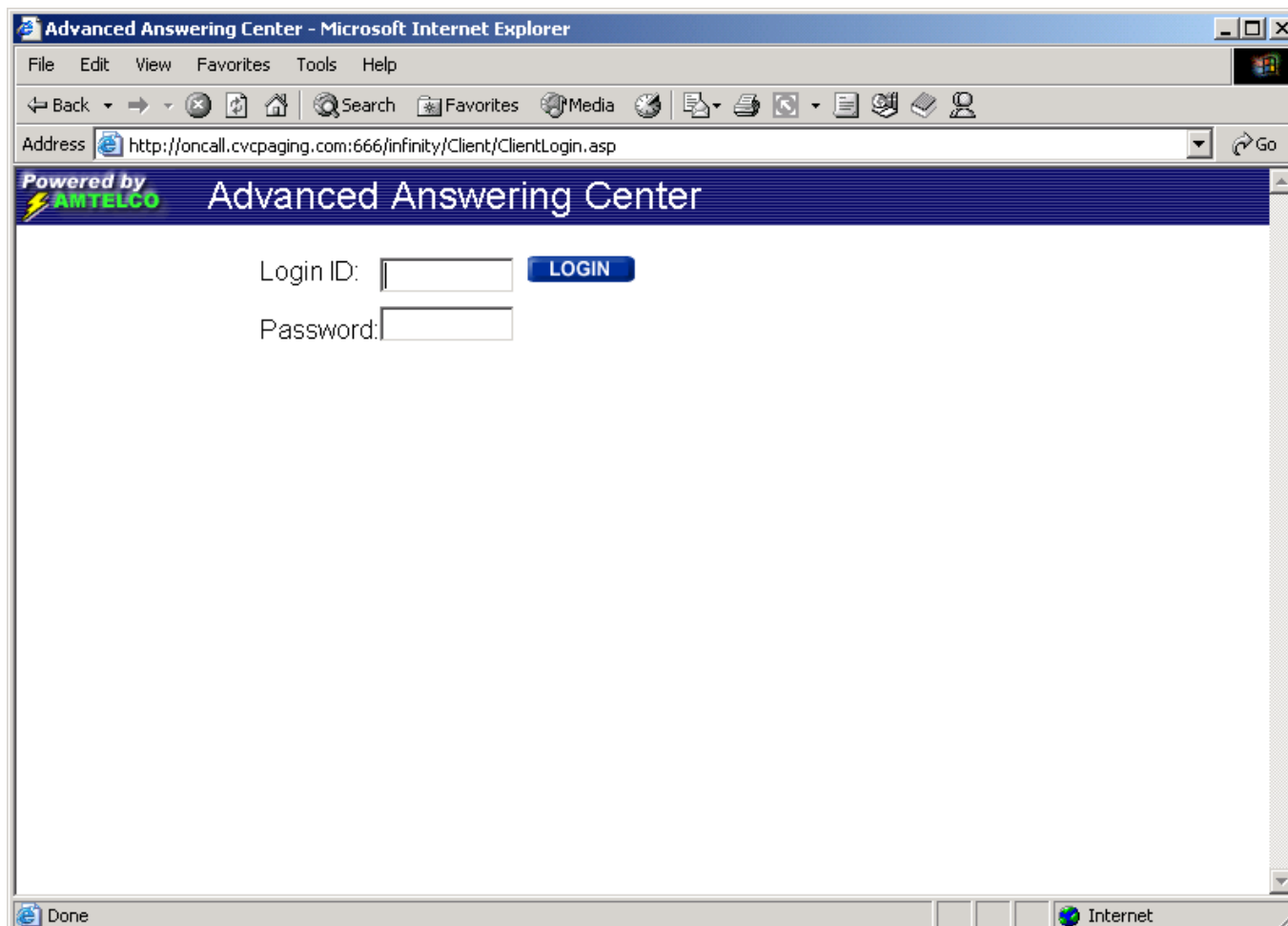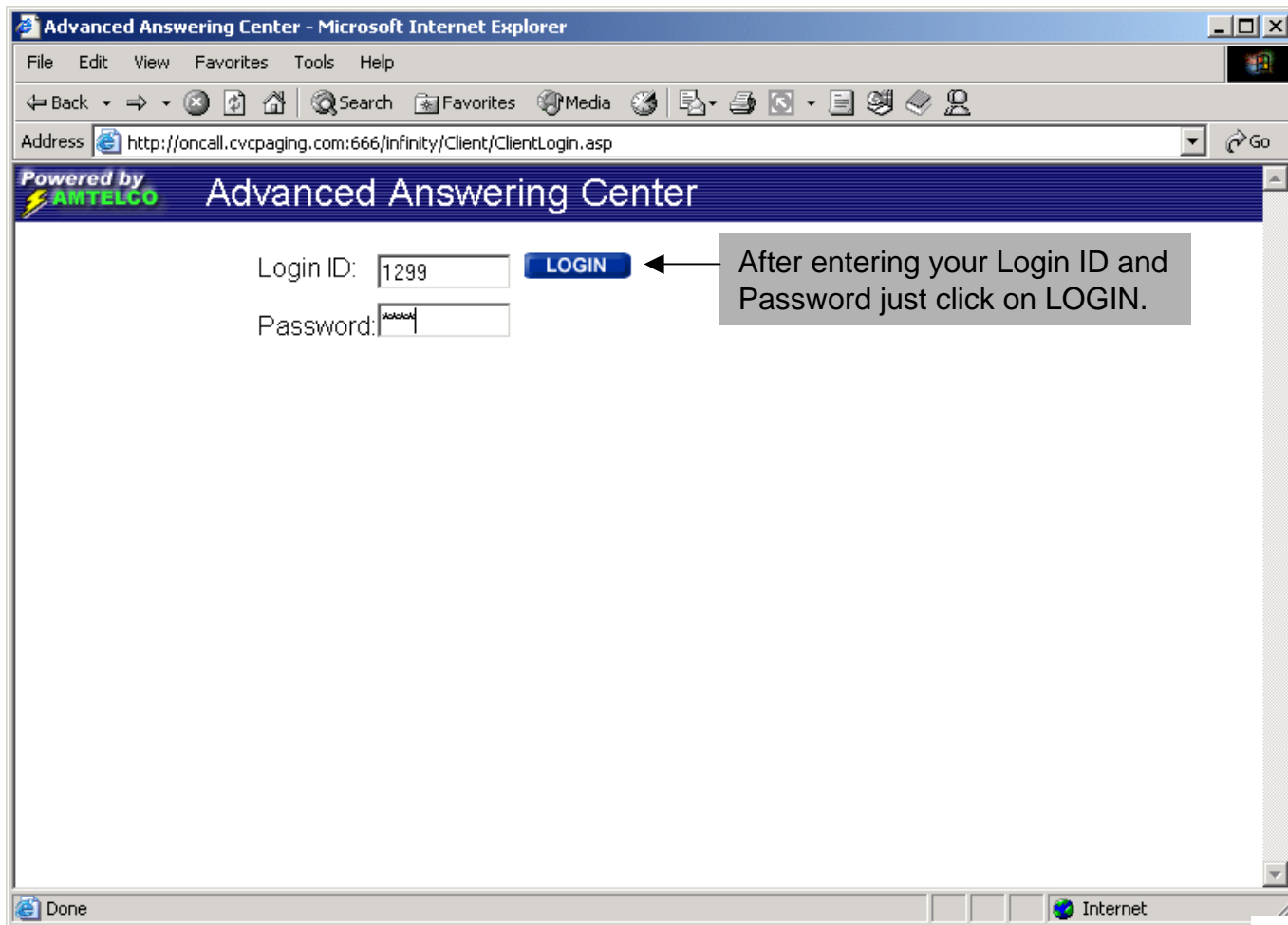
The first screen to display will have several options across the top. To view, modify or enter your on call schedule, click on the On Call tab at the top of the screen.

The current days schedule will display, as well as a calendar of the current month. The only options available at this point are to view or print the schedule. Another day can be viewed by clicking on a different day on the calendar.

On days that the on call schedule changes, you will see two names displayed. This is not an error. If you look at the date and time the first person's on call ends, it should match the beginning date and time of the next person listed.

ADVANCED ANSWERING CENTER

| ONCALL | STATUS | MESSAGING | LOGOUT | Central VT Commnication |

1299/CVC

ADD | EDIT | DELETE | COPY | RESOURCE | REPORT | MESSAGE

June, 2007

◄ June, 2007 ►

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 ✔	2 ✔
3 ✔	4 ✔	5 ✔	6 ✔	7 ✔	8 ✔	9 ✔
10 ✔	11 ✔	12 ✔	13 ✔	14 ✔	15 ✔	16 ✔
17 ✔	18 ✔	19 ✔	20 ✔	21 ✔	22 ✔	23 ✔
24 ✔	25 ✔	26 ✔	27 ✔	28 ✔	29 ✔	30 ✔

✔ Full Schedule
🐝 Partial Schedule
✘ Empty Schedule

Monday, June 25, 2007   VIEW NOW

Time	Rank	Resource	Comment	Admin	Created
Mon 06/18 09:00 AM - Mon 06/25 09:00 AM	0	TRAVIS, ALPHA (HOME 1ST 9P-8A)		MLR	6/25/2007 4:57 PM
Mon 06/25 09:00 AM - Mon 07/02 09:00 AM	0	DAN-ALPHA		TRH	4/30/2007 1:30 PM

Resources

```
**ON CALL INSTRUCTIONS (I)
ALL EMPLOYEES-ALPHA
BILL FISKE
CVC BACKLINE
DAN-ALPHA
ETHAN-ALPHA (HOME 1ST 9
JOHN MOLNAR
JOHN-ALPHA
KELLIE-ALPHA
LAUREN GREENO, ALPHA
LAURIE-ALPHA
MICHELLE SUKER-ALPHA
NH TEST PAGER
```

The REPORT option is very useful for checking the accuracy of what you have entered, printing schedules for various people and allowing multiple people to view the schedule without being able to change it.

ADVANCED ANSWERING CENTER

ONCALL   STATUS   MESSAGING   LOGOUT   Central VT Commnication

1299/CVC

ADD   EDIT   DELETE   COPY   RESOURCE   REPORT   MESSAGE

◄   June, 2007   ►

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 ✔	2 ✔
3 ✔	4 ✔	5 ✔	6 ✔	7 ✔	8 ✔	9 ✔
10 ✔	11 ✔	12 ✔	13 ✔	14 ✔	15 ✔	16 ✔
17 ✔	18 ✔	19 ✔	20 ✔	21 ✔	22 ✔	23 ✔
24 ✔	25 ✔	26 ✔	27 ✔	28 ✔	29 ✔	30 ✔

✔ Full Schedule
🌼 Partial Schedule
✘ Empty Schedule

Resources

```
**ON CALL INSTRUCTIONS (I)
ALL EMPLOYEES-ALPHA
BILL FISKE
CVC BACKLINE
DAN-ALPHA
ETHAN-ALPHA (HOME 1ST 9
JOHN MOLNAR
JOHN-ALPHA
KELLIE-ALPHA
LAUREN GREENO, ALPHA
LAURIE-ALPHA
```

Thursday, June 28, 2007   VIEW NOW

	Time	Rank	Resource	Comment	Admin	Created
	Mon 06/25 09:00 AM - Mon 07/02 09:00 AM	0	DAN-ALPHA		TRH	4/30/2007 1:30 PM

Besides viewing the schedule in this format on the screen, the REPORT option allows you to view in several different formats. It will also allow you to print schedules.

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You will need to enter a date and time range for the reports you wish to display or print. You then have three different options, Full Schedule, Individual Schedule or Calendar. Samples of each will be displayed on the next couple of slides.

Enter your time frame and then choose a report type. After making your selections, click on CONTINUE.

The display below is an example of the FULL SCHEDULE option. This displays the schedule in order by date and allows you to see the Rank, who entered the schedule, and Comments that will display on the schedule on the operator screen. The last field (Pager) will match the Name field. Further details of what these fields mean will be covered with Adding and Editing On Call Schedules.

ADVANCED ANSWERING CENTER

PRINT   CANCEL

OnCall Schedule - 1299/CVC

NAME	START TIME	END TIME	RANK	ADMIN
STEVE S-ALPHA (HOME 1ST 9P-8A)	5/28/2007 9:00 AM	6/4/2007 9:00 AM	0	TMP
DAN-ALPHA	6/4/2007 9:00 AM	6/11/2007 9:00 AM	0	TRH
STEVE J-ALPHA	6/11/2007 9:00 AM	6/18/2007 9:00 AM	0	TRH
STEVE J-ALPHA	6/12/2007 4:55 PM (OFF)	6/12/2007 10:00 PM (OFF)	0	MLR
STEVE S-ALPHA (HOME 1ST 9P-8A)	6/12/2007 4:56 PM	6/12/2007 10:00 PM	0	MLR
TRAVIS, ALPHA (HOME 1ST 9P-8A)	6/18/2007 9:00 AM	6/25/2007 9:00 AM	0	MLR
TRAVIS, ALPHA (HOME 1ST 9P-8A)	6/24/2007 8:35 AM (OFF)	6/24/2007 2:00 PM (OFF)	0	TLM
STEVE S-ALPHA (HOME 1ST 9P-8A)	6/24/2007 8:35 AM	6/24/2007 2:00 PM	0	TLM
STEVE S-ALPHA (HOME 1ST 9P-8A)	6/24/2007 1:30 PM (OFF)	6/24/2007 2:00 PM (OFF)	0	TLM
TRAVIS, ALPHA (HOME 1ST 9P-8A)	6/24/2007 1:30 PM	6/24/2007 2:00 PM	0	TLM
DAN-ALPHA	6/25/2007 9:00 AM	7/2/2007 9:00 AM	0	TRH

The INDIVIDUAL Schedule option displays the schedule in alphabetical order by name. It will list any time that person is on call in the time range you selected when you ran the report. This can be useful for providing individual people with their schedules.

OnCall Schedule - 1299/CVC

Schedule for KELLIE, ALPHA

Start Time	End Time	Duration (min)	Rank	Comment
3/5/2005 12:26 PM	3/5/2005 03:47 PM	201	0	
3/7/2005 09:00 AM	3/14/2005 09:00 AM	10080	0	

Schedule for STEVE S, ALPHA

Start Time	End Time	Duration (min)	Rank	Comment
3/28/2005 09:00 AM	4/4/2005 09:00 AM	10080	0	

Schedule for TRAVIS, ALPHA

Start Time	End Time	Duration (min)	Rank	Comment
2/28/2005 09:00 AM	3/5/2005 12:26 PM	7406	0	
3/5/2005 03:47 PM	3/7/2005 09:00 AM	2473	0	

Schedule for DAN, ALPHA

Start Time	End Time	Duration (min)	Rank	Comment
3/14/2005 09:00 AM	3/21/2005 09:00 AM	10080	0	

The CALENDAR option will display the on call in a calendar format. However, it does not display the time that an on call ends or begins.

ADVANCED ANSWERING CENTER

PRINT CANCEL

OnCall Schedule - 1299/CVC

June, 2007

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 STEVE S-ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM	2 STEVE S-ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM
3 STEVE S-ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM	4 STEVE S-ALPHA (HOME 1ST 9P-8A) 12:00AM-09:00AM DAN-ALPHA 09:00AM-12:00AM	5 DAN-ALPHA 12:00AM-12:00AM	6 DAN-ALPHA 12:00AM-12:00AM	7 DAN-ALPHA 12:00AM-12:00AM	8 DAN-ALPHA 12:00AM-12:00AM	9 DAN-ALPHA 12:00AM-12:00AM
10 DAN-ALPHA 12:00AM-12:00AM	11 DAN-ALPHA 12:00AM-09:00AM STEVE J-ALPHA 09:00AM-12:00AM	12 STEVE J-ALPHA 12:00AM-12:00AM STEVE S-ALPHA (HOME 1ST 9P-8A) 04:56PM-10:00PM	13 STEVE J-ALPHA 12:00AM-12:00AM	14 STEVE J-ALPHA 12:00AM-12:00AM	15 STEVE J-ALPHA 12:00AM-12:00AM	16 STEVE J-ALPHA 12:00AM-12:00AM
17 STEVE J-ALPHA 12:00AM-12:00AM	18 STEVE J-ALPHA 12:00AM-09:00AM TRAVIS, ALPHA (HOME 1ST 9P-8A) 09:00AM-12:00AM	19 TRAVIS, ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM	20 TRAVIS, ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM	21 TRAVIS, ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM	22 TRAVIS, ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM	23 TRAVIS, ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM
24 TRAVIS, ALPHA (HOME 1ST 9P-8A) 12:00AM-12:00AM STEVE S-ALPHA (HOME 1ST 9P-8A) 08:35AM-02:00PM TRAVIS, ALPHA (HOME 1ST 9P-8A) 01:30PM-02:00PM	25 TRAVIS, ALPHA (HOME 1ST 9P-8A) 12:00AM-09:00AM DAN-ALPHA 09:00AM-12:00AM	26 DAN-ALPHA 12:00AM-12:00AM	27 DAN-ALPHA 12:00AM-12:00AM	28 DAN-ALPHA 12:00AM-12:00AM	29 DAN-ALPHA 12:00AM-12:00AM	30 DAN-ALPHA 12:00AM-12:00AM

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Adding or Modifying

On Call Schedules

In order to Add, Edit, Copy or use the Resource tab, you will need to enter an additional user name and password. This allows you to permit access to viewing and printing the schedule to some people but restrict access to modifying the schedule.

Access to ADD, EDIT, COPY and RESOURCE is restricted to those with a second account login in password.

ADVANCED ANSWERING CENTER

| ONCALL | STATUS | MESSAGING | LOGOUT | Central VT Commnication |

1299/CVC

| ADD | EDIT | DELETE | COPY | | RESOURCE | REPORT | MESSAGE |

◄   June, 2007   ►

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 ✔	2 ✔
3 ✔	4 ✔	5 ✔	6 ✔	7 ✔	8 ✔	9 ✔
10 ✔	11 ✔	12 ✔	13 ✔	14 ✔	15 ✔	16 ✔
17 ✔	18 ✔	19 ✔	20 ✔	21 ✔	22 ✔	23 ✔
24 ✔	25 ✔	26 ✔	27 ✔	28 ✔	29 ✔	30 ✔

✔ Full Schedule
✖ Partial Schedule
✗ Empty Schedule

Thursday, June 28, 2007

Time	Rank	Resource	Co
Mon 06/25 09:00 AM - Mon 07/02 09:00 AM	0	DAN-ALPHA	

Resources

**ON CALL INSTRUCTIONS (I)
ALL EMPLOYEES-ALPHA
BILL FISKE
CVC BACKLINE
DAN-ALPHA
ETHAN-ALPHA (HOME 1ST 9
JOHN MOLNAR

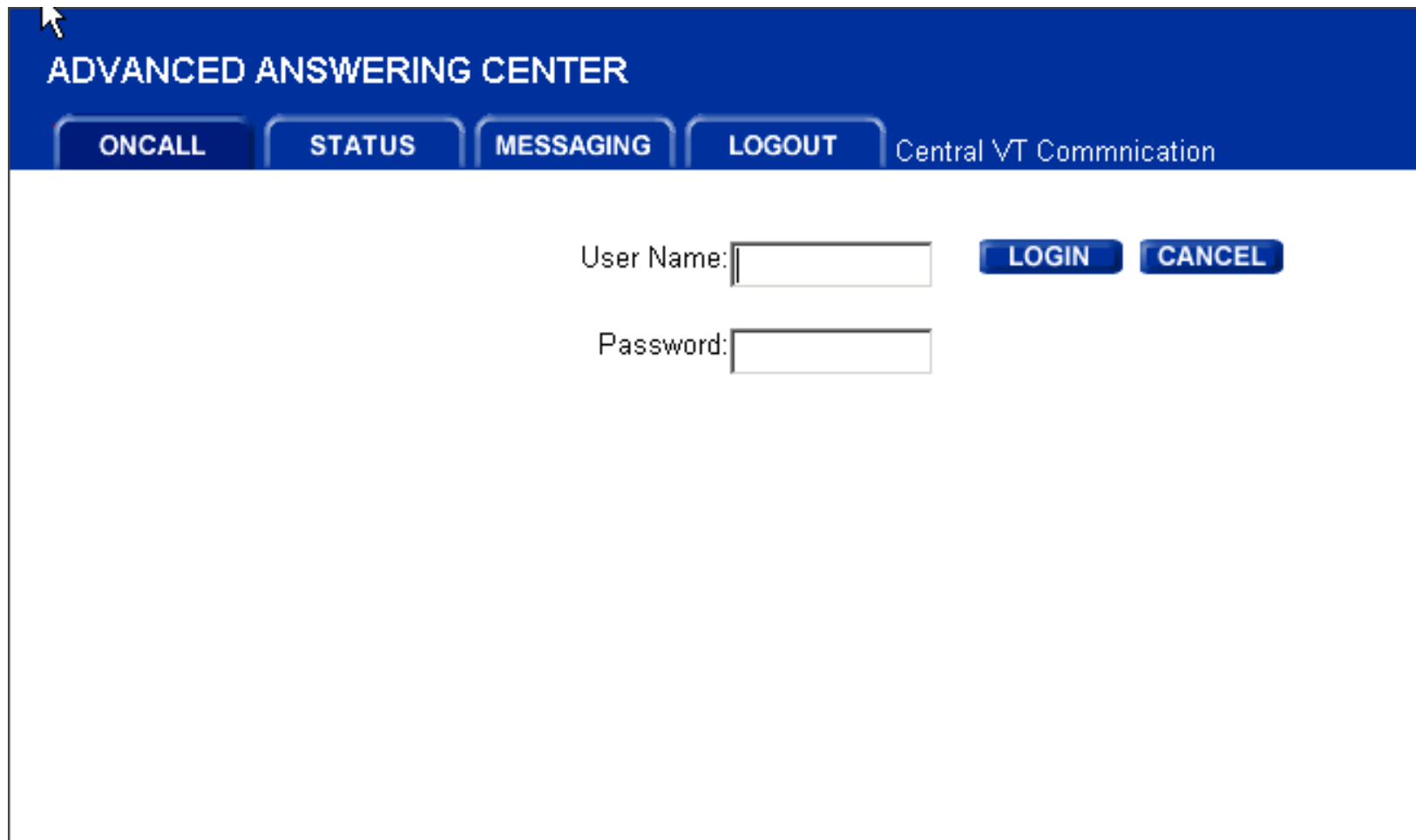*Advanced Answering Center*

Before Selecting an option for changing an on call, you must first highlight the name of the person on call. Otherwise you will get the error displayed below.

Once you select an option to add to or modify a schedule, a new login screen will be displayed. This Login Name and Password will be assigned to you. This login is used not only to make the changes but is also used for documenting changes made to the schedule.

ADVANCED ANSWERING CENTER

| ONCALL | STATUS | MESSAGING | LOGOUT | Central VT Commnication |

User Name: [   ]   **LOGIN**   **CANCEL**

Password: [   ]

The following screen is displayed when you choose the ADD option. To add an on call choose a starting and ending date and time. Drop down the Resource box to select the person on call. The sort order effects the way the On Call Schedule is displayed on the operators' screens. Zero is the highest rank. Anyone with a zero ranking is displayed first in the on call list followed by one, two and so on. If you only have one person on call, it is not necessary to use ranking.

The comment field is optional. It is often used for a brief description of how to reach the person on call, such as "Try Home # Before Paging". It can also be used if multiple people are on call for different types of calls. For example on a medical account the comment fields could say "Adult Pts" or "Pediatrics". Similar types of descriptions could be used for different businesses. If you would like a custom set of comment fields created for your account, please let us know.

The EDIT option displays a screen very similar to the ADD option. You can change the dates, times, sort order and comment fields for this person. **IF THE PERSON ON CALL IS CHANGING IN THE MIDDLE OF THE SCHEDULE, PLEASE DO NOT CHANGE THE RESOURCE NAME.** Enter a new End Time for the person going off call. Then go back and add the person starting call. If you only change the name in the Resource list, you will change the on call history for the account. If you are changing the schedule for a date or time in the future, it is okay to change the resource name.

Enter schedule dates and time

Shift: N/A

Start Time: June | 25 | 2007 | 09:00 AM

End Time: July | 2 | 2007 | 09:00 AM

End the schedule here. Then go back and ADD the new person on call.

Determine the order of the schedule
The order determines which schedule will be displayed to the operator first

Rank 0 {Lower value is displayed first}

Comment:

Select the person to schedule

Resource: DAN-ALPHA

NAME	DAN-ALPHA
PAGER #	.21S."7758100".55S
HOME #	7751475
CELL #	3455716
2ND HM #	
ACCT #	

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The COPY option will display the calendars for the next two months. You can click on a day on the first calendar and then click on any days you want that schedule copied to on the second and third calendar. Be careful when copying. It duplicates the time frame from the day you are copying to the days you select. For example, Bob is On Call Friday, February 14th at 8am until Monday, February 17th at 8am. Bob is also on call Thursday February 20th at 8am until Friday, February 21st at 8am. If you copy the first schedule to Thursday the 20th, you will actually be putting Bob on call from 8am on the 20th until 8am on the 23rd because the original schedule was for three days. Copying should only be used when the time frame is identical. It is very useful when people are on call for set time frames, such as 24 hours, 7 days, etc.

ADVANCED ANSWERING CENTER

| ONCALL | STATUS | MESSAGING | LOGOUT | Central VT Commnication |

1299/CVC

Copy Assignment
Select the appropriate copy options

Date Selection

June 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 ✔	2 ✔
3 ✔	4 ✔	5 ✔	6 ✔	7 ✔	8 ✔	9 ✔
10 ✔	11 ✔	12 ✔	13 ✔	14 ✔	15 ✔	16 ✔
17 ✔	18 ✔	19 ✔	20 ✔	21 ✔	22 ✔	23 ✔
24 ✔	25 ✔ ☑	26 ✔	27 ✔	28 ✔	29 ✔	30 ✔

July 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 ✔	2 ✎	3 ✘	4 ✘	5 ✘	6 ✘	7 ✘
8 ✘	9 ✘	10 ✘	11 ✘	12 ✘	13 ✘	14 ✘
15 ✘	16 ✘	17 ✘	18 ✘	19 ✘	20 ✘	21 ✘
22 ✘	23 ✘	24 ✘	25 ✘	26 ✘	27 ✘	28 ✘
29 ✘	30 ✘	31 ✘				

August 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 ✘	2 ✘	3 ✘	4 ✘
5 ✘	6 ✘	7 ✘	8 ✘	9 ✘	10 ✘	11 ✘
12 ✘	13 ✘	14 ✘	15 ✘	16 ✘	17 ✘	18 ✘
19 ✘	20 ✘	21 ✘	22 ✘	23 ✘	24 ✘	25 ✘
26 ✘	27 ✘	28 ✘	29 ✘	30 ✘	31 ✘	

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SAVE CANCEL

The RESOURCE button will display when a particular resource is scheduled. Choose a resource and the calendar will display with a green checkmark when that resource is on call.

ADVANCED ANSWERING CENTER

ONCALL | STATUS | MESSAGING | LOGOUT | Central VT Commnication
1299/CVC

SELECT RESOURCE: **ON CALL INSTRUCTIONS (I) ▼ | ADD | EDIT | DONE

| **ON CALL INSTRUCTIONS (I) |
| ALL EMPLOYEES-ALPHA |
| BILL FISKE |
| CVC BACKLINE |
| DAN-ALPHA |
| ETHAN-ALPHA (HOME 1ST 9P-8A) |
| JOHN MOLNAR |
| JOHN-ALPHA |
| KELLIE-ALPHA |
| LAUREN GREENO, ALPHA |
| LAURIE-ALPHA |

ADD | EDIT | DEL

◄ **June, 2007**

Sun	Mon	Tue	Wed	Thu
3 ✗	4 ✗	5 ✗	6 ✗	7 ✗
10 ✗	11 ✗	12 ✗	13 ✗	14 ✗
17 ✗	18 ✗	19 ✗	20 ✗	21 ✗	22 ✗	23 ✗
24 ✗	25 ✗	26 ✗	27 ✗	28 ✗	29 ✗	30 ✗

LE	RANK	COMMENT	USER
		Nothing Scheduled	

ADVANCED ANSWERING CENTER

ONCALL | STATUS | MESSAGING | LOGOUT | Central VT Commnication
1299/CVC

SELECT RESOURCE: DAN-ALPHA ▼ | ADD | EDIT | DONE

ADD | EDIT | DELETE | REPORT

◄ **June, 2007** ►

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 ✗	2 ✗
3 ✗	4 ✓	5 ✓	6 ✓	7 ✓	8 ✓	9 ✓
10 ✓	11 ✓	12 ✗	13 ✗	14 ✗	15 ✗	16 ✗
17 ✗	18 ✗	19 ✗	20 ✗	21 ✗	22 ✗	23 ✗
24 ✗	25 ✓	26 ✓	27 ✓	28 ✓	29 ✓	30 ✓

Thursday, June 28, 2007

TIME	SCHEDULE	RANK	COMMENT	USER	CREATED DATE
Thu 06/28 12:00 AM - Fri 06/29 12:00 AM	1299/CVC	0		AMS	6/28/2007 11:43 AM

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If you choose the edit option next to the resource selected, it will display that resource's contact information.

ADVANCED ANSWERING CENTER

| ONCALL | STATUS | MESSAGING | LOGOUT | Central VT Commnication |

1299/CVC

SELECT RESOURCE: DAN-ALPHA [ADD] [EDIT] [DONE] ◄———

[ADD] [EDIT] [DELETE] [REPORT]

Choose EDIT here to display contact info.

◄ June, 2007 ►

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 ✗	2 ✗
3 ✗	4 ✓	5 ✓	6 ✓	7 ✓	8 ✓	9 ✓
10 ✓	11 ✓	12 ✗	13 ✗	14 ✗	15 ✗	16 ✗
17 ✗	18 ✗	19 ✗	20 ✗	21 ✗	22 ✗	23 ✗
24 ✗	25 ✓	26 ✓	27 ✓	28 ✓	29 ✓	30 ✓

Thursday, June 28, 2007

TIME	SCHEDULE
Thu 06/28 12:00 AM - Fri 06/29 12:00 AM	1299/CVC

ADVANCED ANSWERING CENTER

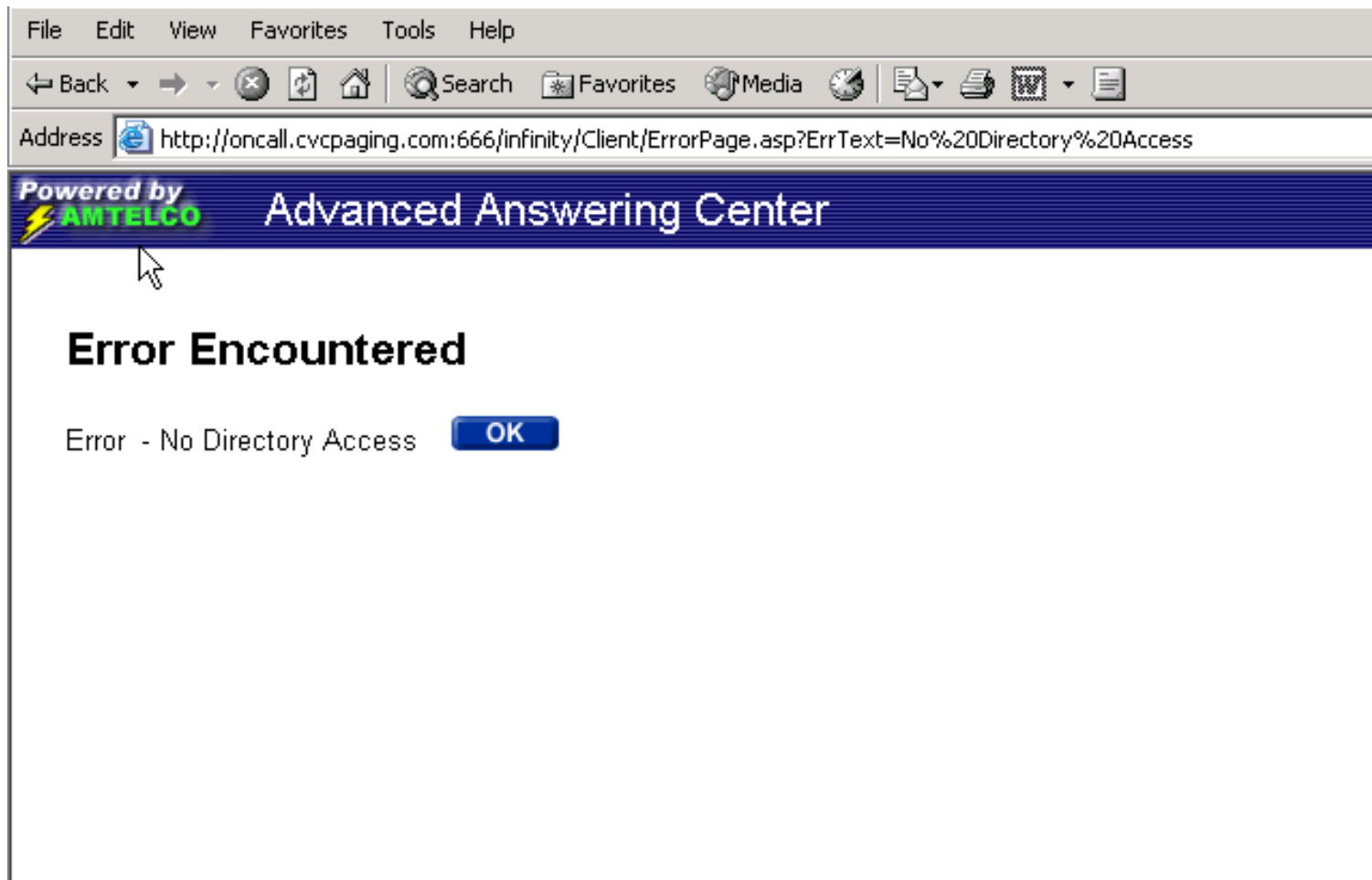| ONCALL | STATUS | MESSAGING | LOGOUT | Central VT Commnica |

1299/CVC

Listing Setup

Record Information

NAME	DAN-ALPHA
PAGER #	.21S."7758100".55S
HOME #	7751475
CELL #	3455716
2ND HM #	
ACCT #	
INFO CARD	

[INSERT DIAL]

[SAVE] [DELETE] [CANCEL]

If you try to enter a section you are not setup to access, such as adding and editing resources, the following error will display on the screen. Just click OK and it will take you back to the previous screen.

File   Edit   View   Favorites   Tools   Help

⟵ Back ▾ ⟶ ▾ ⊗ ⟳ ⌂ | 🔍 Search ⭐ Favorites ▶ Media ⟳ | ⟲ ▾ 🖨 �W ▾ ▤

Address http://oncall.cvcpaging.com:666/infinity/Client/ErrorPage.asp?ErrText=No%20Directory%20Access

Powered by
⚡ **AMTELCO**   **Advanced Answering Center**

Error Encountered

Error - No Directory Access   **OK**

Advanced
Answering Center

How Your On Call Schedule Is Used By The Answering Service

The operator handling your calls is able display your on call schedule directly above the urgent message that needs to be cleared. The schedule is displayed in real time. For example if the on call changes while the operator is taking a call, the on call displayed on the screen will change. The only numbers on the screen are for the current on call, so the wrong person can't be called due to a dialing error.

Infinity Telephone Agent [16] - LAURIE AAC

1	Disc 22	1812 Dr. Brown

DR BROWN'S ANSWERING SERVICE
Fetch
TEST ACCT Monday 2/03/03 1:21p JMH
Sun 09-Feb-03 02:26p

[OFF]

OnCall Schedule for 1812/TEST Sun 02/09/2003 2:26p

SCHEDULED	COMMENT	NAME	PAGER	HOME
12:00A-12:00A SMC		DR BROWN, DISP	§15>.21S."7411000".55S	§18025556676!,812

Current On Call. This will be verified when you forward your phones at night.

Add | Edit | Info | Time | OffCall | View All | Copy | GoTo | Cancel

Page 1
```
ACCT #: 1812          BUS#: 802 775 6726
CF#: 770 6812               800 696 6474
                      FAX#: 802 442 6638

     140 Main Street, Suite 310
     Mendon, VT 05701

TYPE OF BUS:  Internal Medicine
OFFICE HOURS: Mon-Fri 8am-5pm

NO COLLECT CALLS **  AUTO CALL FORWARD
```

Sun 2/09/03 2:26p
```
FOR:DR BROWN
FROM:¤|JOHN SMITH                        |
AREA·CODE:|518|PH·#:|555 1986            |
CALLER·ID:5185551986
PT·NAME:|SON ADAM SMITH                  |
REG·MD:|PT OF DR BROWN                   |
PROBLEM:|HAS HIGH TEMP. 3 YRS OLD.
                                         |
```

Message to be cleared.

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The instructions on your account determine when the On Call Schedule is used. When answering the phone, your account instructions and customized message form display on the operator's screen.

This section of the screen shows a brief description of each type of instruction you set for your account. The operators use it as a table of contents, so they know where to go to get additional information.

The highlighted instruction page will display in its entirety for the operator. The operator can easily move back and forth between pages while the caller is on the phone.

Temporary account instructions are displayed directly above the message the operator taking.

Each account has a customized message form, so we get the information *you* need in order to handle calls.

Infinity Telephone Agent [16] - LAURIE AAC

Calls
1 Disc 06   1812 Dr. Brown

DR BROWN'S ANSWERING SERVICE
Fetch
TEST ACCT Monday 2/03/03 1:21p JMH

OFF

Sun 09-Feb-03 02:35p

Info Pages
Index: 1
ACCT #: 1812   BUS#: 802 775 6726
ROUTINE CALLS: Personal/CXL Only
URGENT CALLS: Clear w/Doctor On Call
COVERING DOCTORS:

Specials
Index: 1
OFFICE WILL BE IN A STAFF ME 2/09 2:35p   LCB

Client Info
Page 1
ACCT #: 1812   BUS#: 802 775 6726
CF#: 770 6812   800 696 6474
                        FAX#: 802 442 6638

        140 Main Street, Suite 310
        Mendon, VT 05701

TYPE OF BUS: Internal Medicine
OFFICE HOURS: Mon-Fri 8am-5pm

NO COLLECT CALLS ** AUTO CALL FORWARD

New Message
FOR:
FROM:¤|
AREA·CODE:| |PH·#:|
CALLER·ID:
PT·NAME:|
REG·MD:|
PROBLEM:|

With just one keystroke, the operator can display the entire list of people assigned to the On Call Schedule in your account. If for some reason we are unable to reach the person on call, we have immediate access to the pager and phone numbers for other people who may be able to assist with emergency calls.

As you can see, the Web On Call is a very powerful tool for managing your call schedule. It will permit you to make changes yourself any time of day or night. Many customers have found that it also reduces the amount of time they spend each month writing their on call schedule. The schedule for both the answering service and your own office can be produced and printed in one location.

Please do not hesitate to contact us with any questions or feedback.

(800)722-2339 or advanced@cvcpaging.com