

**CASE STUDY:
GENERAL PRACTICE MEDICAL SERVICES**

Pacific Pines Medical Centre: Communication transformation for uninterrupted patient services

OBJECTIVES

Pacific Pines Medical Centre is an esteemed healthcare provider committed to delivering diverse health services to a broad community.

A robust, reliable communications provider is a cornerstone for clients in this industry - and our flexible offerings ensured the specific needs of the centre were met, circumventing the network constraints.

SOLUTIONS

When Pacific Pines Medical Centre reached out to us at UX Communications, we immediately understood the urgency of their situation. Our first priority was to instil confidence in the potential of medical technology infrastructure and ensure that we could swiftly restore their systems to optimal functionality.

Through an agile approach to this unique situation, UX Communications has ensured Pacific Pines can confidently provide unbroken healthcare services to their patients

BENEFITS

A responsive partner

At UX Communications, we pride ourselves on doing what we say we will do, when we say we will do it, meaning you are always aware of what is happening

Employee satisfaction

Happier employees leading to higher productivity and improved patient services

Better Client service

Features like our mobile app and voicemail to email allows Thiel Partners to deliver excellent service to their clients

AT A GLANCE

Challenges

- Former provider non-responsive to urgent requirements
- Loss of patient trust
- Potential damaged reputation
- System lacked agility to adjust to unexpected
- Staff time wasted trying to rectify technical issues

Benefits

- Reduction in stress
- Seamless deployment
- Helpdesk available within minutes



WOW - these guys made going over to a new phone system so simple. We had some bad experiences prior but UX Communications are great.

The team really understand what is needed.

Followup has been second to none

Tara Harley

Practice Manager