



For Immediate Release

Contact:

Allison Frazer
Director of Marketing, Tunstall Americas
401-312-7960, email: allison.frazer@tunstall.com

TUNSTALL INTRODUCES NEW MEDICAL ANSWERING SERVICE FOR THE 21ST CENTURY PRACTICE

Tunstall Americas announces major investment in new technology and personnel to deliver the highest level of service to its Medical Answering Service customers.

Long Island City, NY (May 25, 2015) – Tunstall Americas announces major investment in new technology and personnel to deliver the highest level of service to its Medical Answering Service customers. Through a combination of technology upgrades and a restructuring of resources, Tunstall now provides a seamless transition between a health care provider’s office and the Medical Answering Service to ensure superior patient satisfaction.

Tunstall is pleased to report that it has invested over \$10 million in expanded facilities and the latest telecommunication software and hardware to enhance the customer experience. The upgrades include investments in enterprise wide Avaya telephony and Salesforce customer relationship management platforms. The end result is improved time to answer, improved patient interactions, and improved communication between the patient and healthcare provider. Other upgrades include improved systems redundancy and business continuity plans featuring a unique “triangular” redundancy process to achieve “five-9’s” uptime. Each of these investments have been implemented to improve satisfaction levels between Tunstall, medical providers and their patients.

Equally important to technology improvement is Tunstall’s new approach to training and empowering employees. Tunstall’s “Voice of Connected Health™” emanates from 500 professional Medical Answering Service Operators. This team of caring experts, combined with the new advanced telephony platform, provides an enhanced customer journey for patients.



For over 30 years, Tunstall Americas has served thousands of clients in the healthcare field, supporting the needs of millions of patients and their families. The company offers a 24/7 service for healthcare providers including after-hours services, overflow support, appointment reminders, insurance verifications, help desk, and any other emergent services that customers might need.

Richard Rallo, Chief Service Officer said, "When health care providers partner with Tunstall, we become an extension of their services. We do this by investing time and resources into every partnership, we learn their business, so that there is transparent communication coverage between the provider, Tunstall, and the patient."

Tunstall's Medical Answering Service is one of four pillars of Tunstall Americas' Connected Health service offering. Tunstall Americas services play an important role in the patient experience and Tunstall is proud to be part of a solution that enhances and improves communication between patients and providers. Tunstall provides a broad range of connected health products and services to ensure that all individuals enjoy peace of mind, and can remain healthy and independent.

About Tunstall:

Tunstall Healthcare Group is the worldwide leader and supplier of Connected Health and Connected Care products and services. Tunstall supports individuals with health and care needs, their informal caregivers, and their professional caregivers. Tunstall helps people during emergencies and crisis situations 24/7 every day. Tunstall connects, talks with, and informs people with services that support their independence, freedom, social engagement and health and wellbeing. Tunstall serves more than 3.5 million people every day in 40 countries.

Tunstall Americas (www.americas.tunstall.com) operates state-of-the-art Connected Care monitoring and contact centers in Long Island City, NY, Pawtucket, RI, and



Newington, CT. High-touch personal patient support services are delivered 24/7 to customers in all 50 states.

If you would like more information about this topic, please contact Allison Frazer at 401-312-7960 or email at Allison.Frazer@Tunstall.com.
