

Your patients. Your practice. Our support.

Medical answering services that help patients connect, keep information moving, and give your team more time to focus on care.

A helpful voice.

A clearer next step.

Support throughout the day.



THE OPPORTUNITY

Make patient access part of a better workday.

A busy practice balances patient care, scheduling, follow-up, and the steady flow of incoming calls. When the front desk is stretched, even routine requests can pull staff away from the people in front of them.

Help patients connect

Give callers a professional response and a clear path to the information or team they need.

Support your staff

Handle defined phone tasks so your office team can focus on patients and other priorities.

Keep work moving

Organize requests, capture details, and route messages through a consistent process.

From daytime overflow to after-hours coverage, CMR can help your practice build a more responsive patient experience.

A reassuring voice. Around the clock.

Patients may call to arrange a visit, leave a message, or understand what to do next. A calm, attentive response helps each conversation begin well.

Daytime support

Use virtual receptionist or overflow answering to support the front desk during busy periods and staffing gaps.

After-hours connection

Give callers access to a live person when your office is closed, with next steps guided by your instructions.

A consistent experience

Use your greeting, approved information, and routing process to reflect the way your practice serves patients.



Make the next appointment easier to arrange.

Scheduling and intake calls can take time your staff needs elsewhere. CMR can support these conversations through an agreed workflow and compatible system access.

Appointment scheduling

Schedule or reschedule visits in supported systems using your provider, appointment-type, and availability rules.

Confirmation outreach

Support appointment confirmation calls and capture responses according to your approved process.

New-patient intake

Collect contact information and your required intake details so the office has useful context for follow-up.

Insurance information

Gather insurance details and route eligibility or coverage questions through the process your practice defines.

Where direct scheduling is unavailable, appointment requests can be captured for your team.

Connect information. Keep the process clear.

The right system connection can reduce duplicate questions and help information reach the right place. Start with the workflow your practice needs, then confirm the supported technology and access.

Define what agents need

Specify the information agents should collect, view, and share. Establish your caller-verification steps and approved recipients.

Agree on access and delivery

Review permissions, messaging options, privacy requirements, and any required agreements with the setup team before enabling patient-data access.

Confirm the system connection

Check compatibility, required fields, and how updates move between systems. Test the handoff and define a backup process for interruptions.

Your instructions. The right next contact.

Use custom scripts to share approved office information and route calls based on the caller's responses. Define which situations need an on-call handoff and what should happen if the first contact is unavailable.

Guide the conversation

Build question paths for routine requests and situations requiring escalation.

Map on-call coverage

Set contacts, schedules, backup coverage, and cascading escalation steps.

Keep details current

Review schedule changes and contact instructions through your agreed update process.

Agents collect information and follow your routing instructions. Clinical assessment and medical advice remain with your care team.

More capacity for your team. More connection for patients.

Since 1959, Call Management Resources has helped businesses stay connected to the people who count on them. Our people and technology support the everyday conversations that keep a practice running.

Experienced people, wherever they work

Our remote working model lets us draw on talent across locations. Agents use your approved information and call-handling instructions.

A practical extension of your office

Shift defined phone tasks to CMR so your team can spend more time on in-person needs and work that requires their expertise.

A service you can refine

Review call patterns, recurring questions, and follow-up needs. Adjust coverage and scripts as your practice changes.

SIMPLE SETUP

Build the experience your patients expect.

Work with our setup team to align the call flow, system connections, and handoffs with your practice. A clear plan helps agents know what to ask, what to share, and who to contact.

1

Define your call flow

Choose your greeting, intake questions, approved information, and escalation rules. Identify the different needs of new and existing patients.

2

Connect your workflow

Decide which integrations are needed. Confirm supported scheduling and messaging options, access requirements, and notification preferences.

3

Test and refine

Walk through routine, after-hours, and urgent-call scenarios with our setup team. Confirm that routing and information delivery match your expectations.

Choose the support that fits your office.

Start with your highest-volume requests and the moments when your team needs extra coverage. Build a solution around your patients, people, and systems.

Patient-facing support

- Live agent answering
- Overflow and virtual reception
- After-hours coverage
- Appointment scheduling
- New-patient intake
- Bilingual support

Routing & operations

- Live call transfers
- Dispatch and on-call answering
- Call notifications
- Interactive voice response (IVR)
- Claims intake and processing
- Employee attendance management

Service scope, system compatibility, and workflow details are defined during setup.

Better access. Smoother workdays.

Help patients feel heard.

Keep your office connected.

Give your team more room to care.

**Let's talk about the support
your practice needs.**

Call Management Resources

CallCMR.com | (800) 475-7300

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