

Getting Started

Are you ready to hire a call center? If so, here is a list of questions to ask.



1. Name of Service?

2. How many physicians does the Service handle?

3. How long has the Service been providing medical answering service?

4. Does the Service carry Errors & Omissions (malpractice) insurance?

5. How long does the Service keep copies of messages?

6. Does the Service use a Voice Logger or Recorder?

7. What is the average education level of the Service's operators?

8. What is the average retention rate of the Service's operators?

9. What is the average pay rate of the Service's operators?

10. What is the typical length of an operator's training?

11. Do the operators receive Medical Technology training?

12. Does the Service have Uninterrupted Back-Up Power?

13. How long can the Service sustain a power failure? (They should own a generator, as it is difficult to rent one during long area-wide outages).

14. What percentage of the staff speaks Spanish?

15. Please explain what the charges would be for each of the following: (outside of the base rate):

- Operator takes an average hospital call message
- Operator calls the doctor at home
- Operator alpha pages the doctor
- Operator confirms call with hospital
- Message is faxed to office in morning



Most calls resulting in a message require at least 2 actions, call units, or function stamps. While most Service's alpha paging is completely automated, they often charge for it as an action.