



HANSEN

CALL RECORDING

Call Recording for Medical Providers and Healthcare

- Securely review and **share** conversations where disputes have arose due to information exchanges over the phone.
- **Analyze** and grade calls in order to train staff in achieving higher level of patient care through effective communications & professionalism.
- **Review** patient interactions to provide clear and accurate information regarding scheduling, scope of appointments, and validation of adhering to privacy rules regarding who can receive protected health information.
- Meet **regulatory compliances** such as Medicare Improvements & Providers Act (MIPPA) and the Health Insurance & Portability Accountability Act (HIPPA).
- Included with the purchase is our **Software Assurance Coverage** which includes software installation, unlimited user training, 1 year of unlimited technical support and semi-annual software updates.

Benefits of CASH+ Hansen Call Recording



Quality Control

Record and monitor the quality of calls to ensure that every agent is being professional and meeting customer service standards.



Performance Review

Call Records can be analyzed to improve agent performance and share relevant information with colleagues.



Compliance

Many organizations are required to comply with regulatory requirements regarding sensitive information.



Dispute Resolution

If issues arise between an agent and a client, the call records can be easily extracted and reviewed to resolve the dispute.



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SOFTWARE