



Telcierge / Instant Response



Telcierge / Instant Response is a unique, proactive (concierge) service that puts patients in control of their hospital environment and gains nurses more time for medical care by offering patients a simple way to immediately address non-medical concerns, anytime day or night. Through a single phone call to the call center, patients can address immediate, non-medical needs (room too cold, light bulb out, need blankets, etc.). Patient Portal will work with your Hospital to develop a quick response system that will forward patient calls to appropriate hospital staff.

We will also provide the hospital with information that can be utilized to understand any areas which would require improvement.

Hospitals can use this service as a Patient action hotline service to respond to any non-medical issues. Calls can be transferred to appropriate hospital department and relieves nurse workload. Detailed information is captured and reported on a real-time basis, through our dashboard tool.