

OnPage uses Tropo to create bilingual office

Spanish-language phone tree facilitates after-hours at doctor's office

WALTHAM, MA, USA, September 8, 2016 /EINPresswire.com/ -- Since [OnPage](#) integrated with Cisco's Tropo platform at the beginning of this year, the company has made significant strides towards



expanding the capabilities of the Tropo service. Just recently, OnPage finished setting up Tropo to assist Dr. Harold Lopez, a Milwaukee doctor with a large family practice. OnPage created a bilingual phone tree to aid the office's many Spanish speaking patients. The addition of this service has vastly enhanced the ability of Dr. Lopez to treat his patients.

It is important for a customer that needs to contact their doctor and does not know English. It is great to be able to set up additional call flows depending on specific customer environments.

Alex Berkson, OnPage Tech Support

[Previously](#), when patients would call the answering service after business hours, they would often hang up when they found out the answering service was not bi-lingual. Patients and the answering service couldn't communicate. As such, the patient would have to call back the next day during office hours when one of the doctor's many Spanish-speaking staff

were available. At Dr. Lopez's office, 80% of the clientele is Spanish-speaking but none of the after-hours staff which answered the doctor's after-hours calls spoke Spanish. Clearly, the stage was set for this inability to communicate to cause significant patient frustration and potentially serious medical issues.

Fortunately, a clever office manager at Dr. Lopez's office had heard about OnPage and contacted the company to see what technologies the company had that could assist in bridging the chasm. OnPage, having recently integrated with Cisco's Tropo technology, was eager to expand the instances in which the technology could be helpful and thought it would be a perfect match for Dr. Lopez's needs. After 4 weeks, OnPage tech support had created a bilingual application specifically for Dr. Lopez's office.

After the addition of OnPage's technology, Dr. Lopez's patients are now able to reach him after-hours. All that the patient has to do is call the doctor's dedicated line, choose Spanish or English as the language for instruction, indicate a call back number and hang up. The message then goes to Dr. Lopez's OnPage account on his smartphone and arrives as a loud and audible alert.

Today, Dr. Lopez receives almost 100 Spanish enabled after-hour OnPage alerts per month. His bill from OnPage represents an 80% discount to his previous service bill. Clearly, he has received a great return on his investment and his patients are more satisfied than they ever were before.

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