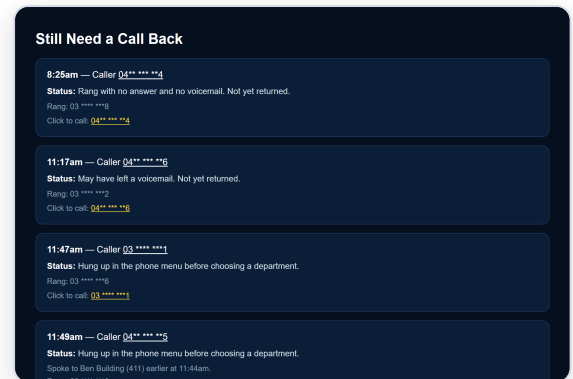


EVERY PATIENT CALL ACCOUNTED FOR. EVERY MORNING.

Every Missed Call Is a Patient Who Needed You.

When the phones open, calls stack up faster than your front desk can answer. Smartline shows your practice manager **every patient who couldn't get through**, and whether anyone has called them back.



A real Smartline report: only the callers nobody has got back to, with a number to tap. Names and numbers changed.

Monday,
8:31am

A STORY EVERY
PRACTICE WILL
RECOGNISE

The phones open and within ten minutes there are more calls than hands. A patient calling about results rings out. A mum trying to book her sick child in gets lost in the phone menu and hangs up. An elderly patient tries three times, then gives up.

Normally none of that leaves a trace. With Smartline, your practice manager starts the next day with a list: who didn't get through, who's been called back and who's still waiting. Over time you can see the pattern, like the Monday rush that needs one more person on the phones.

WHAT YOUR PRACTICE MANAGER SEES

Patients who didn't get through

Every unanswered call, with the time and number.

Phone-menu hang-ups

Callers who gave up in "press 1 for appointments".

Who's been called back

Whether the patient rang back or you called them, and how fast.

The morning rush

Exactly when calls peak, and when they're missed.

Repeat callers

Patients who called again and again, often the most anxious.

Evidence for rostering

Weekly and monthly trends to back staffing decisions.

Built for the front desk

Less chasing, fewer patients slipping through.

- ✓ A morning follow-up list your reception team can work through
- ✓ Answer rates by line: appointments, nurses, results
- ✓ After-hours callers flagged for the next morning
- ✓ Plain English, no spreadsheets to decode

Privacy by design

Smartline only reads your phone system's call log.

- ✓ **No recordings** and no conversation content
- ✓ **No connection** to your clinical or booking software
- ✓ **No patient names** or health information
- ✓ **Access only** for the staff you choose

No recordings

No clinical data

You control access

WTCO's 100% satisfaction guarantee. If what we provide doesn't work as it should, we will work for free until it does. Plans from \$66 a month including GST.

BOOK A SMARTLINE DEMO

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