

Placing leading edge communications solutions at the heart of NHS medical services.



What is Medic-Call?

Medic-Call, for doctor's surgeries, delivers a family of communications solutions that are tailored specifically for General Practice services. Developed by British based voice specialists, Splice.com, Medic-Call satisfies the needs of both the Practice team and the increasing service demands of central NHS and Government.

The phone remains the primary method of communication for a surgery and its patients. With the need for extended opening hours, patient phone triage and some surgeries amalgamating, the phone system can be a burden or a blessing.

Medic-Call delivers a range of voice solutions that either enhance or if necessary, replace your current phone system, enabling you to deliver your services, exactly as you wish to, with ease.

Key Features of Medic-Call



Medic-Call Unified Device Support

Desk phones, smartphones, softphones, Wireless phones



Medic-Call System Integration

EMIS, SystmOne, INPS Vision



Practice Management

Call reporting, Call recording, Live wallboard/dashboard



Medic-Call Admin Portal

Browser based system admin tool



Medic-Call Attendant

Single or multi-level auto attendant



In Queue Announcements

Simple announcement, Position in queue, Callback



Flexible Call Distribution

Unlimited call flows, unlimited groups, time of day routing, multi-site inter/over flow



Quick Message Activation

Service availability notifications



Medic-Call Cloud Call Service

Shared services across multiple surgeries



Medic-Call Cloud Disaster Recovery

Simple emergency activation for DR



Call Forwarding

Still take calls when you're out of the surgery



Remote Working

Allow staff to work from any location



Voice Conference Bridge

Brings diverse teams together



Traditional Phone Features

15 years telephony experience in the UK



Single Surgery Deployment

A phone system physically based in your surgery



Single Surgery Cloud Deployment

A phone system remotely based in the cloud



Multiple Surgery Deployment

A single on premise phone system. Works across all surgeries, each surgery can operate independently



Multiple Surgery Cloud

A single phone system based in the cloud. Works across all surgeries, each surgery can operate independently



Finance

CAPEX or OPEX or a blend of both to meet budgetary requirements