



CHESAPEAKE TELEPHONE SYSTEMS

customer experience

"Our patients count on us to keep them informed and on track during treatment. We pride ourselves on how we take care of our patients, and for 12 years Chesapeake Telephone has been the communications partner who takes care of us."

— **Jackie Barnum**
Practice Administrator
Annapolis Oncology Center

ANNAPOLIS ONCOLOGY CENTER



AT-A-Glance

Customer

- Healthcare Specialists

Solutions

- Mitel 3300 IP phone system
- HP ProCurve data switch
- Power over Ethernet
- 50 interactive IP speaker phones
- Mitel Automatic Call Distributor
- Cisco Wireless Access Points
- SpectraLink Wireless IP phones
- ISDN PRIs for DID and Caller ID
- Integrated paging

Key Benefits

- Call Center improves incoming patient calls and response
- Mobile in-office communications
- Improved messaging
- Unified voice and data network

Compassionate care for patients

The Annapolis Oncology Center has an outstanding reputation in our region – known for its uncompromising commitment to providing the best care for patients with complex medical problems. The practice also conducts clinical research sponsored by nationally accredited organizations, like the National Cancer Institute and the Johns Hopkins Oncology Center. These relationships ensure that Annapolis Oncology's staff and physicians stay current on the latest therapies. Annapolis Oncology also supports a full time clinical trial research office with experienced data managers and nurses.

Streamlined communications

As Annapolis Oncology's reputation has grown, so has their practice. Chesapeake has played a vital role in enabling Annapolis Oncology to leverage new technology which makes life easier for staff and patients. A call center with an Automatic Call Distributor now expedites appointment scheduling – more evenly managing incoming calls. ISDN PRIs support Caller ID and Direct Inward Dialing, providing even more efficient call flow into the practice. Patients in treatment rooms can call a nurse with the push of a button. Staff voice mails are delivered to email inboxes, accelerating the turnaround on important messages from professional colleagues and patients.

Adding mobility

The nurses, who cover a lot of territory in the office, are now equipped with convenient Wireless IP phones so they can stay in touch – regardless of where they may be working during the day. Their wireless phones are integrated with a powerful Mitel 3300 IP phone system, which enables voice and data to work together across a shared network infrastructure. Today, any IP phone can connect to any data port in the office, making office moves as simple as plug and play.

An effective prescription

The new communications system and flexible, unified network at Annapolis Oncology Center enable clinical and administrative staff to stay well connected with each other so they can respond to patient needs in a timely manner – further ensuring that the practice retains the trust of patients and its reputation for providing quality medical care.

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