

Australian Psychology Clinic Enhances Patient Experience with Yeostar



Caterpillar Clinic



HQ:
Australia



Employee:
15



Industry:
Healthcare



Product:
P-Series Cloud Edition



■ Background

Caterpillar Clinic is a specialist psychology practice dedicated to helping children and their families in Queensland, Australia. It aims to provide effective psychological assessment and intervention that results in positive life changes for children and their families.

■ Challenges

As Caterpillar Clinic grew, they realized the significance of projecting a professional image to their patients. To achieve this, they wanted to adopt a business phone system that could help them **queue calls** and ensure **prompt assistance** for patient inquiries.

Solution

Caterpillar Clinic installed **P-Series Cloud Edition** after carefully weighing their choices and deciding to go with Yeastar as their communication solution provider. The choice was made in light of Yeastar's strong features, flexibility, and reliability.

Feature Highlights



Call Center



Call Queue



Call Parking



Results and Benefits

✓ Useful VoIP features

Caterpillar Clinic loves the **wide array of call features** offered by their new Yeastar solution. For example, they find **Call Parking** especially useful for seamless call transfers between different departments, so patients don't have to experience multiple transfers. **Queue Callback** helps save client's time during peak call hours to improve satisfaction.

✓ Efficient call management

Thanks to the **intuitive, web-based portal**, administrators can easily create call queues and call routing strategy to efficiently handle incoming calls. IVR has also been set up to ensure patients can always be directed to the right specialist.

✓ Enhanced patient experience

Caterpillar Clinic has added **custom prompt** like personalized greetings and hold music to create a better calling experience for clients and leave a positive impression.