

Revamped Call Center and Maximized Uptime for Italian Healthcare Center



POLIAMBULATORI
SAN GAETANO

MEDICINA SPECIALISTICA, ESTETICA, DIAGNOSTICA, FISIOTERAPIA

- Customer Name: Poliambulatorio San Gaetano
- Location: Italy
- Industry: Healthcare
- Product: 2 P560 PBX (Ultimate Plan)



Background

Poliambulatorio San Gaetano is a medium-sized medical clinic in the Vicenza area with more than 100 employees, 10 receptionists, and 4 offices.

Since the pandemic outbreak, the organization has witnessed a boom in their call center traffic. They were in urgent need of a new solution to handle over 2,000 daily incoming calls, simplify practice operations, increase staff mobility, and improve teamwork and patient care.

Challenge

A Phone System Fit for a Thriving Practice's Operations

As a 24x7 hotline, Poliambulatorio San Gaetano's reception center has a call traffic of around 2,000 calls per day, and each of them is urgent and important. To reduce call drops and improve patient experience, the new solution should be equipped with robust call center capability to streamline call routing and support mission-critical medical services. A solid redundancy solution should be also in place to ensure maximized phone system uptime in case of any unexpected failures.

Also, to connect over 100 doctors and nurses in and between the offices, and support regular healthcare tasks like PCPs (Multidisciplinary Consultation Meetings), employee mobility and video conferencing tools were indispensable.

Solution

With the help of Fonia SRL, Yeastar certified partner in Italy, Poliambulatori San Gaetano deployed two Yeastar P560 PBXs onsite (one as the primary server and the other as the hot standby server for system redundancy). The two P560 PBXs are enabled with the P-Series Ultimate Plan, which brings the additional features of Call Center, Remote Access Service, Video Conferencing, and more. In this project, Yeastar P560 interoperated well with the clinic's existing ISDN lines, SIP Trunks, Yealink IP Phones, Gigaset DECT System, and other peripheral devices.

Results and Benefit

Solid Call Center Services

Thanks to the PBX's built-in call center features—including self-service IVR, ACD Queuing, Queue Callback, Queue Panel, and more—streamlined call reception is achieved in the clinic.

The incoming calls are always directed to the most-appropriate reps with a mix of system-automated routing strategies and human-intervened visual call management. The call receptionists are put in complete control with real-time call volume, waiting calls, and more metrics visualized intuitively on the wall-board.

✓ Easy Remote Meetings

For regular healthcare tasks like PCPs, online meetings can get started in seconds without needing extra video conferencing software. With the PBX-integrated video conferencing feature, doctors can start a multi-party meeting right from the web browser. The equipped in-meeting screen sharing and team chat also make the team discussion and collaboration easier.

✓ Increased Mobility

With Yeastar Linkus Mobile Client (free unified communication app designed for Yeastar phone system users), doctors and nurses now can transform their mobile phones into office extensions and stay connected no matter where they are—on the road, at the office, even at home.

✓ Maximize System Uptime

The PBX Hot Standby solution ensures little-to-no system downtime for the clinic. In case of any PBX server failures, the downtime is kept to an absolute minimum (within seconds) and communications can continue to operate as usual. The failover is automatic and almost instantaneous.

