

# Beyond the Call.

**Additional Features & Services  
Available from Dexcomm**

## GET MORE FROM EVERY TELEPHONE CALL.

It is no longer a "9-to-5" world. Business activity begins before breakfast and spills over into evening and overnight hours, and even into weekends. Customers and prospects expect your business to be available and responsive at their convenience - not yours.

You have already discovered the best way to help your business remain competitively available is by utilizing Dexcomm to provide live telephone coverage around the clock. But did you know that we do more than just answer telephones? A lot more.

We are providing this overview of the complete scope of our available services so that you can see the full extent of our customer communications support programs.

It has been our experience that a service that we have developed for one type of business can often be transferred and customized to become an effective communications tool for other companies. Hopefully, you will recognize an opportunity that can be applied in your business to help keep the connection between you and your customers open.

Everyone here at Dexcomm appreciates the trust and confidence you place in our company, and look forward to continuing to serve you in new and exciting ways.

**Jamey & Janine Hopper**  
**Dexcomm**

## YOUR VOICE. HEARD.

Dexcomm, Inc.  
518 Patin Road  
Carencro, LA 70520  
(800) 252-5552  
[www.dexcomm.com](http://www.dexcomm.com)



# ENHANCED FEATURES FOR DEXCOMM PARTNERS

## **FAST, SECURE WEB-BASED COMMUNICATIONS**

Dexcomm goes beyond the call to keep you connected to your customers and colleagues through a range of web-based communications options that are instant, intuitive, and secure.

While secure communications are required in the medical field to comply with HIPAA and HITECH patient confidentiality requirements, many of our customers have discovered the benefits of having instantaneous access at any time, from anywhere, on virtually any device. You can receive and send individual and group messages more conveniently and efficiently, with the knowledge that your messages remain secure.

Among our enhanced communications options are:

## **miSECURE MESSAGES**

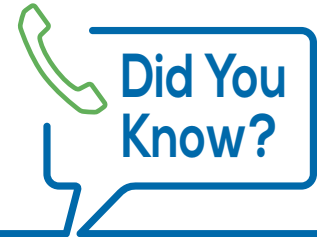
Initially designed for the medical market, our miSecure Messages (MSM) app is a fast, safe, and secure communication solution that solves common privacy and compliance concerns. miSecure Messages is used by all types of industries, including Information Technology (IT), Legal, Real Estate, Finance, Utilities, and more.

MSM ensures that all communications are documented, trackable, and reportable. With miSecure Messages, all information is protected by end-to-end message encryption, and messages are not stored on your device in case it is lost or stolen. Messages are delivered quickly, and are kept separate from other email and SMS text messages.

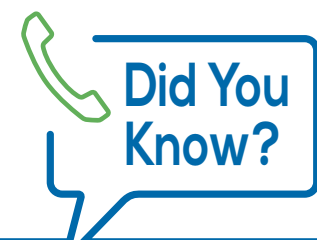
miSecure Messages is ideal for Physician-to-Physician and Nurse-to-Physician communications that must comply with federal HIPAA and HITECH patient privacy regulations.\* Code calls, admission questions, and daily report outs to other physicians or staff can be made effortlessly and securely. Plus, miSecure Messages is compatible with all Apple and Android phones.

## **miTeam Web**

Through miTeam Web, users are able to contact other users via a range of methods, including e-mail, miSecure Messages, SMS text messaging, pager, and fax. The miTeam Web app provides 24/7 real-time access to status, messages, directories, on-call schedules, call log monitoring, and reporting in one convenient package for both desktop computer users and mobile device users. Users can view and update their status, view and send messages, view directory information, view on-call schedules, and administer on-call schedules. Layouts are customizable for each client, so your team's display gives them easy access to the tools they use most often.



*According to Forbes.com, callers who are answered by a live voice are 80% more likely to leave a message than those who do not.*



*The average tenure of a Dexcomm customer is 10 years!*

**CALL (800) 252-5552 TO ADD ANY OF THESE SERVICES TO  
YOUR DEXCOMM ACCOUNT.**

# MORE FEATURES MEANS BETTER CUSTOMER SERVICE

## API INTEGRATIONS

API (Application Programming Interface) integrations go beyond traditional answering service functionality. We can sync your preferred software platform with Dexcomm's API integration to share information, carry out diverse tasks, and reduce rework for dispatchers and administrative staff. Appointments are booked directly in your system without requiring you to pay for unnecessary, redundant data entry, saving your business both time and money.

## APPOINTMENT REMINDER

Send highly customized messages to your patients or customers via email, text, or automated calls. Remind them about upcoming appointments, closures, marketing messages, or any other reminders you need sent quickly and easily.

## WEB PORTAL

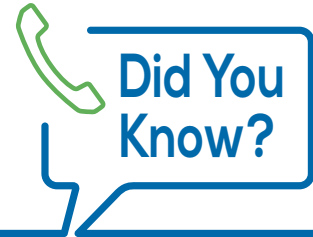
Our easy to use web-based portal gives you 24/7 real-time, online access to your messages, message details, call recordings, on-call schedules, and appointment calendars from your smart phone, tablet or desktop.

## FAX-TO-EMAIL

This enhanced feature makes it easy to access and respond to faxes through your email, keeping in you in touch with your customers.

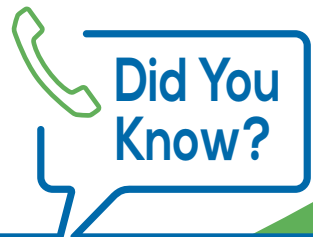
## \*HIPAA & HITECH COMPLIANCE

Doctors, cosmetic surgeons, dentists and other medical professionals trust Dexcomm to ensure their PHI communications are in compliance with Health Information Portability and Accountability Act (HIPAA) and Health Information Technology) regulations (HITECH). Our full-time RNs, along with our Compliance Attorney, provide ongoing training to our telephone agents, ensuring that we are up-to-date in protecting your patient information. In addition, Dexcomm's miSecure Messaging system meets HIPAA and HITECH standards.



*Most Frequently Cited Reasons for Trusting Dexcomm with Telephone Answering...*

- *24-Hour Availability*
- *Reliability through Unmatched Power, Data, and Telephony Redundancy*
- *Industry-Specific Training for Agents*
- *HIPAA Compliant Communications*
- *Customized Call Escalation Protocols*
- *Straightforward Billing with By-the-Minute Call Time Pricing*
- *ATSI Site Certification*
- *Over 65 years of Experience and Success!*



*"Circles," the miSecure Messages group feature, allows you to instantly send a message to a specific list of recipients, such as the members of a single department or the members of a particular practice.*

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# DEXCOMM DELIVERS!

Why does Dexcomm continue to be the best choice for telephone answering services for your business?



**TRAINED  
PROFESSIONALS TO  
REPRESENT YOUR COMPANY**



**'ROUND THE CLOCK  
AVAILABILITY, EVERY DAY,  
ALL YEAR LONG**



**FULL RECORD KEEPING  
OF CALLS AND MESSAGES  
FOR REVIEW**



**NO NONSENSE PRICING:  
PAY ONLY FOR THE TIME WE  
SPEND WORKING FOR YOU**



**TRAINED IN APPROPRIATE  
TERMINOLOGY FOR MORE  
ACCURATE INTAKE**



**ACCESS YOUR CALLS FROM  
ANYWHERE, AT ANY TIME,  
VIA VOICE, TEXT OR DATA**



**YOUR VOICE. HEARD.**

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