

### **New technology on the way to our Call Centre – 3 things you need to know**

In May, we will be implementing new technology into our Call Centre. This technology will enhance the overall service we provide by enabling us to collect, document and report more efficiently on the cases managed through CritiCall Ontario. For us, this will be a big change, but we're hoping you won't notice too many differences when you call us for service. **Here's what you will notice:**

1. **You will be asked to provide your CPSO number for faster service:** Our new system will allow us to use your CPSO number to quickly verify your identity. You will be able to give this information directly to a Call Agent or enter it from your touchtone phone when you receive a message prompt.
2. **You will be asked to answer our Call Agents questions sequentially:** Our new technology is based on template driven screens. In order to complete the information collection as quickly as possible, our Call Agents will need to fill in all of the mandatory fields. You can help them by answering their questions as they are asked.
3. **Above all, please be patient:** There will be a learning curve in our Call Centre but the end result will be more standardized service and more comprehensive information collection.

#### **Some related Q & A's**

##### **Q. What if I don't have my CPSO number?**

**A.** If you don't have your CPSO number, our Call Agents will ask you for your name and use this information to help verify your identity. This process may take a little longer than simply using your CPSO number.

##### **Q. Can my nurse, fellow or resident call CritiCall for me?**

**A.** Yes, a designate can initiate the call on your behalf (**using your CPSO number or name**) and provide information about your patient as long as **you are immediately available** to accept the consultant's call when we contact you.

##### **Q. Will this new technology mean I have to spend longer on the phone with CritiCall?**

**A.** As our Call Agents get used to the new system, calls may take a little longer. Our hope is the impact of this change to our clients will be minimal.

*If you have additional questions, please contact your CritiCall Ontario Program Manager.*

### **In tune with your feedback – CritiCall introduces new 'on-hold' music**

We've heard that our 'on-hold' music wasn't exactly a hit with our callers so we've literally changed our tune. Based on your feedback, our new music is softer and a little more contemporary. As always, we will continue to try to minimize the amount of time you spend on hold as you wait for assistance, however, we hope this little change will make any time you do spend waiting a little more pleasant.

*If you would like more information about anything you read in Connections, please call us at (289) 396-7000 or visit our website at [www.criticall.org](http://www.criticall.org).*