



## *Hospital Telephone Management*



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*Increasing Profit  
by Controlling  
Communications in Hospitals*

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# MiDAS Hospital Telephone Management System

The latest generation of MiDAS Hospital Telephone Management products for Windows™ offers hospital managers the means to resell telephone, fax and internet services to hospital patients at variable tariffs, maximizing profitability from patient telephone usage whilst maintaining important cost control of administration telephones and providing statistical information to improve operational efficiency.

MiDAS VMS Voice Mail can also provide the hospital with comprehensive administration messaging with optional fax and unified messaging capability

## PATIENT BILLING

The system has been developed specifically for the hospital environment where patients and staff use PIN or authorisation codes to make telephone calls from different locations

PABX integration enables MiDAS to automatically allocate a PIN or authorisation code when the patient is admitted into the hospital. This code is used to bill the patient for his calls at the pre-determined percentage mark up

MiDAS is also capable of automatically updating the PABX database with the patient's name, which is then displayed on the switchboards, and service telephones

MiDAS can be configured for stand-alone patient billing or direct posting to the patient's account via the Hospital's accounting system

Records of patient's telephone calls are retained on the system for a pre-determined time after their accounts are settled to deal with subsequent queries. Queries can be printed, faxed or e-mailed directly to the recipient

The List Patient Calls Report can be produced for the current or previously discharged patient without the need to look up times & dates of admission as a detailed Patient History is maintained on the System

The charge enquiry feature enables hospital staff to provide patients with an estimate of a call charge if requested

## MANAGEMENT REPORTS

The MiDAS Hospital Revenue Report provides details of telephone revenue, cost and gross profit for the period or shift to provide an audit trail

A wide range of management reports is available to control administration extension usage, including departmental and itemised billing, frequency and top ten reports to check the most expensive numbers dialled. MiDAS monitors incoming call frequency and operator response throughout the day to assist in identifying staffing requirements.

Reports can be run on demand or automatically on a daily, weekly or monthly basis.

The easy to read reports may be printed, faxed, e-mailed or exported into various file formats including MDB, CSV and TXT formats

Reports target outgoing, incoming (answered & unanswered) and extension-to-extension calls

The multi-carrier costing feature enables MiDAS to cost and charge calls for different fixed line or mobile carriers. Calls can be costed by Code Tables, Meter Pulses or connect time on ISDN Links, or a combination thereof

The MiDAS software can be configured in a multi user environment such as Microsoft NT/2000 or Novell Netware networks. By purchasing additional MiDAS client software licenses, other users can have access to the MiDAS reports and directories. Client software can be installed on networked PC's within the Hospital which may be Windows 95/98/NT/2000 or XP™

Administration PIN Code billing is also provided and a number of reports are available to analyse and keep track of these calls. This feature can also be used for billing of private calls

Exception Filters can be set to immediately print or e-mail call details in real time which meet pre-defined criteria such as cost, duration or number dialled

The administration telephone directory may be sorted and printed, faxed or e-mailed in various formats

## SECURITY

By allocating usernames and passwords, different levels of menu access can be provided

## FOR THE USER

A comprehensive online context sensitive help is provided

## SYSTEM UTILITIES

Administration extension maintenance is easy to manage; editing the extensions properties can change names, designations and other information

Flexible call charging enables charging of Patient, Staff and specially defined Departments or Administration extensions at 15 different charge rates. MiDAS also caters for specialised charge tables that may be required to bill Internet usage or Pay TV

An unlimited number of destination names can be allocated for identification of called numbers in addition to the standard area code names provided with the system

## SYSTEM BACKUP AND ARCHIVING

A complete system zipped backup file can be created at any time and copied to fixed or removable media. Call record details may be archived in a similar way. Zipped format is used to retain data integrity and limit the amount of disc space required.

The daily-automated backup feature can e-mail a zipped system backup off site or direct the backup to a remote PC or Server