

Call center information

Assistance availability of cell phones

Availability of a separate line for doctors to call back from clinics

Availability of a separate line for emergencies

The presence of the department of medical experts to respond to complaints, written questions of insured

The ability to record a conversation

Availability of callback function, callback time

The number of personnel employed to simultaneously receive incoming calls, Kiev

during business hours

in evening time

at night, weekends, holidays

The load on the call center dispatchers insured/dispatchers

Average waiting time on the line at peak times (during epidemics and peak loads of assistance) for the last 3 months, seconds

Average waiting time on the line: working time / evening / night

The possibility to add additional (not present at the workplace) doctors during peak time

Qualifications of assistance-employee at the reception of incoming calls (intern without medical education, employee with secondary medical education, physician, dispatcher of call center)

Insured call back upon visiting the doctor or hospital treatment

Контроль состояния (самочувствия) Застрахованных до полного выздоровления, повторный звонок через N дней?