

Encore™ for Healthcare

**HIPAA-compliant call recording solution
for Healthcare providers**

Highlights

- Record calls to comply with industry regulations, including HIPAA
- Ensure recordings are secure with multiple permissions settings
- Powerful encryption features to protect sensitive patient data
- Save time and resources by quickly finding important recorded calls

Adhering to HIPAA regulations, reducing liability concerns, and maintaining patient confidentiality are key issues for most healthcare providers today. Encore for Healthcare, dvsAnalytics innovative recording, monitoring, and quality solution, can help you address these issues by safely and securely logging your voice & screen interactions.

Encore is a full-featured call recording and performance management system. With Encore, you can log, review, retrieve, evaluate, organize, and catalog voice and data in a simple-to-use Windows environment. No other system combines so many features and flexibility in such an easy-to-use, reliable, and affordable package.

MAINTAIN COMPLIANCE

Whether you need to record staff conversations with patients, insurance companies, or pharmacies, document verbal requests, train new staff, or research critical conversations, Encore is designed to help healthcare operations manage compliance and minimize risk.

Powerful recording encryption. Encore's encryption features protect your patients' sensitive personal health information and help you comply with HIPAA standards. Based on the powerful Advanced Encryption Standard (AES) format, encrypt or permanently remove sensitive patient data with Encore's easy to use encryption wizard and multiple levels of security.

Advanced Security features. Multiple permission levels allow you to control who can access recordings and reports. With Encore's built-in programmable security system, you decide what level of information each authorized user may access. Permissions can be set at the individual or group level.

Archive and Store Recordings. If regulations require you to store patient interactions for any length of time, Encore helps you meet those requirements with easy archive, storage and retrieval options.

FLEXIBLE AND EASY-TO-USE

In the hectic, fast-paced healthcare environment, your staff needs tools that allow them to focus on their main priority — taking care of patients. Encore provides powerful call recording and playback in an intuitive, easy-to-use Windows environment. No additional training is required.

Easy-to-use recording retrieval. A powerful filter wizard helps you locate the recordings you want quickly and easily. Built-in quick search functions such as Date Range, Yesterday, and Duration allow you to immediately retrieve the recordings you want. You can also build your own search criteria and save it for future use.

Record what you want, when you want. Flexible recording options let you configure Encore to integrate with your existing office workflow and adhere to HIPAA and other regulations. You can specify whether you want to record 100% of interactions, record on-demand, at random, or on a pre-defined schedule.



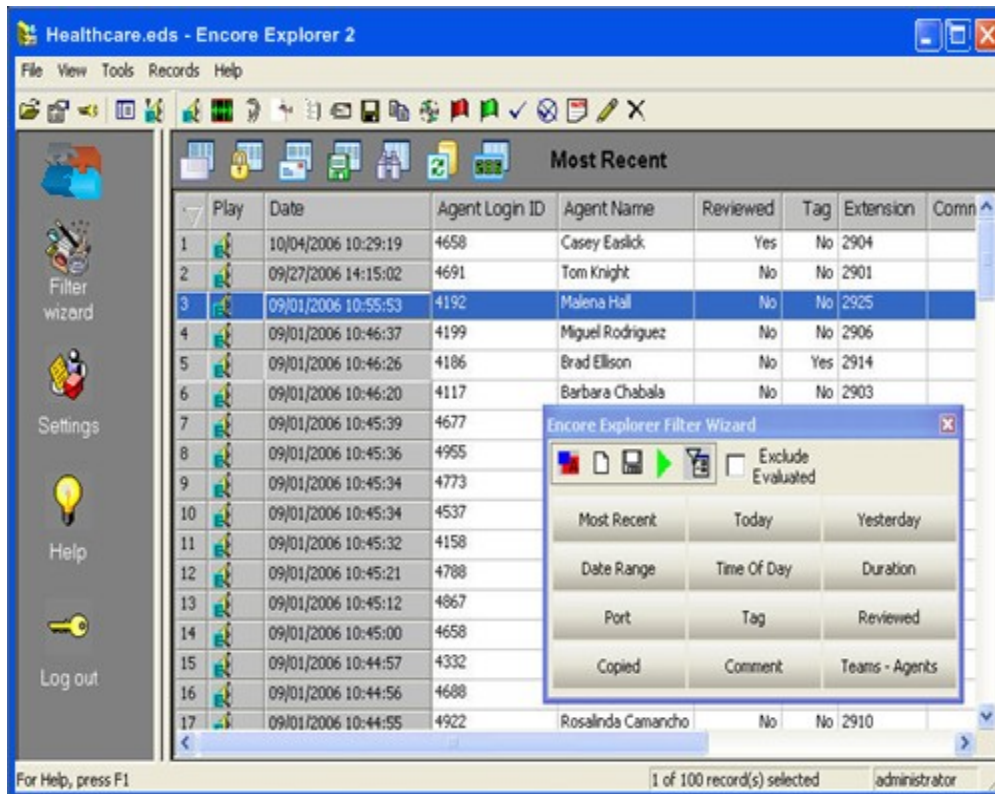
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Email recordings with a click. Send recordings and evaluations in standard Windows-compatible formats to agents for best practices examples, training, or coaching.

Screen Recording (optional). Supervisors can monitor and understand how staff interacts with desktop applications to identify training opportunities, document best practices, and eliminate wasteful distractions, such as games or personal web use.

Intuitive recording player. Find, access and replay recordings from your desktop with Encore Explorer 2. Browse the call database, play back calls for review and verification, forward calls via email, and archive or copy calls to another media source for storage or transport.



Encore Explorer 2 allows you to quickly find, access, and replay recordings from your desktop

About dvsAnalytics

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

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