

MIAREC CALL RECORDING SOLUTIONS FOR HEALTHCARE



Improving operational efficiency and delivering exceptional patient service

CALL RECORDING WITHIN THE HEALTHCARE INDUSTRY

- Challenges in healthcare industry
- How MiaRec can help
- Solutions
- How it works
- Features



CHALLENGES

- **Miscommunication about procedures and practices**
High volume of documentation
Medical errors
False claims
- **Quality care and service**
Patient care quality
- **Insurance authorization**
Payment may be denied or only a portion will be covered
- **Regulation requirements and patient information protection**
Compliance with HIPAA and MIPAA requirements

SOLUTIONS

- **Improve patient/member care**

Call recording allows healthcare providers to constantly monitor for service quality and take action for improvements.

- **Prevent litigation risks**

MiaRec helps limit liability by documenting interactions with patients and insurers. MiaRec call recording software simplifies incident investigations, eliminating disputes over who said what.

- **Train staff**

The MiaRec call recording system is a powerful training tool, allowing managers to coach employees using real-life examples and providing immediate feedback.

SOLUTIONS

- **Increase Security**

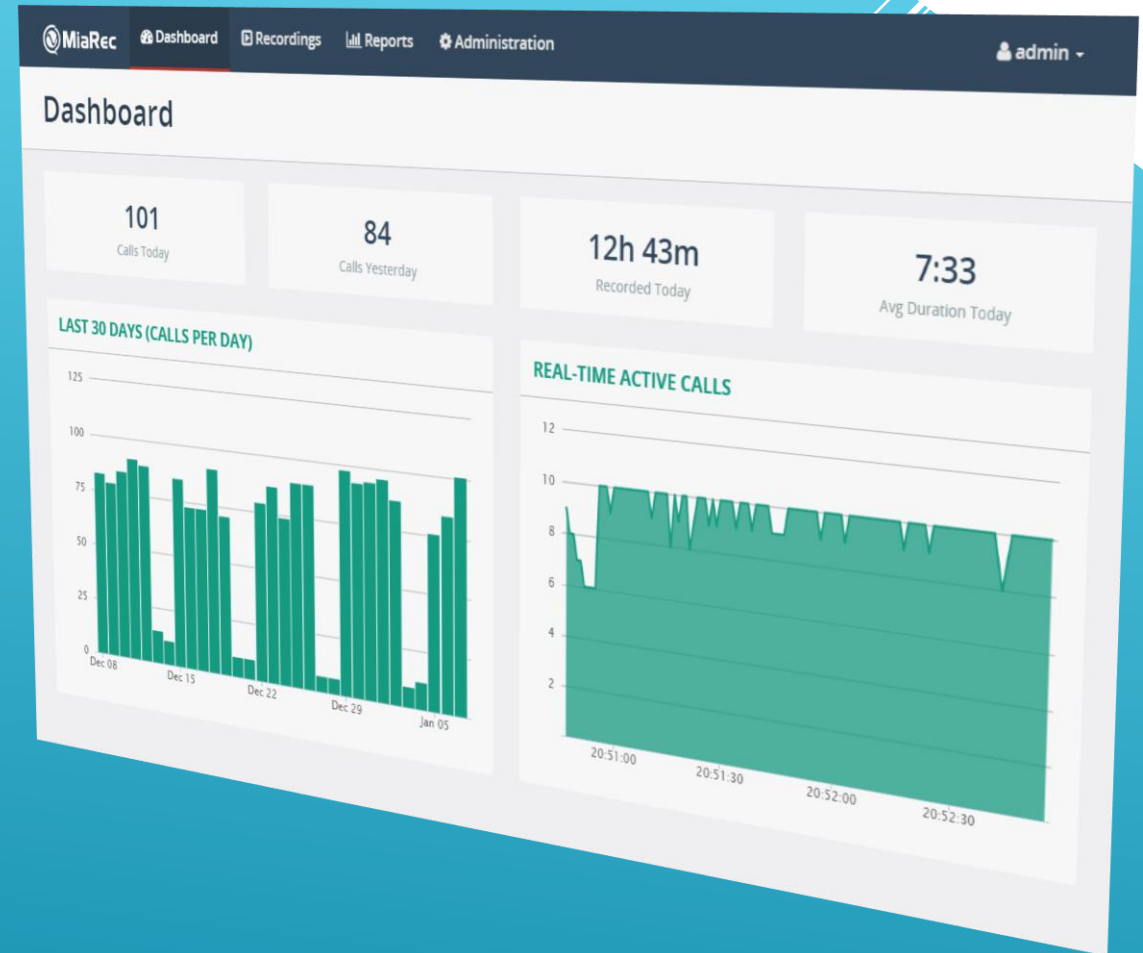
MiaRec can help prevent unauthorized disclosures of confidential information. In case of a verbal security breach, the MiaRec call recording system can help identify the source of the breach.

- **Meet HIPAA and MIPAA requirements**

MiaRec helps health-care organizations meet their regulatory requirements by protecting the security of patient information.

HOW IT WORKS

- Securely records and archives all customer interactions
- All files can be easily searched and retrieved at anytime
- Files are shared strictly with authorized parties only
- Powerful encryption



FEATURES

- **Role based security**

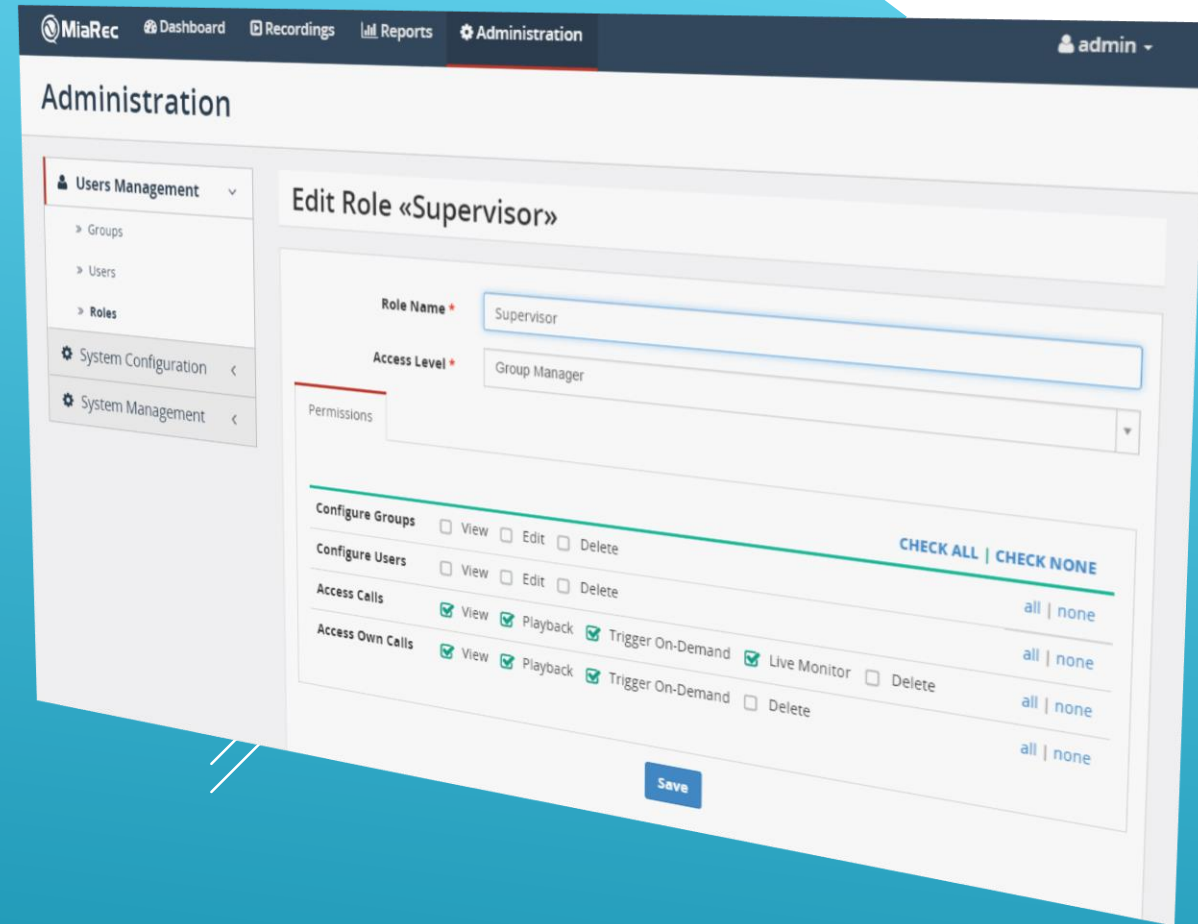
Access to call recordings is restricted to authorized users.

- **Encryption**

MiaRec provides 256 AES file encryption. Secure Socket Layer (SSL) encryption protects network communication during recording and playback.

- **File Watermarking**

MiaRec offers a powerful application to validate the authenticity of any .mp3 file, ensuring that call recordings remain intact and unaltered.



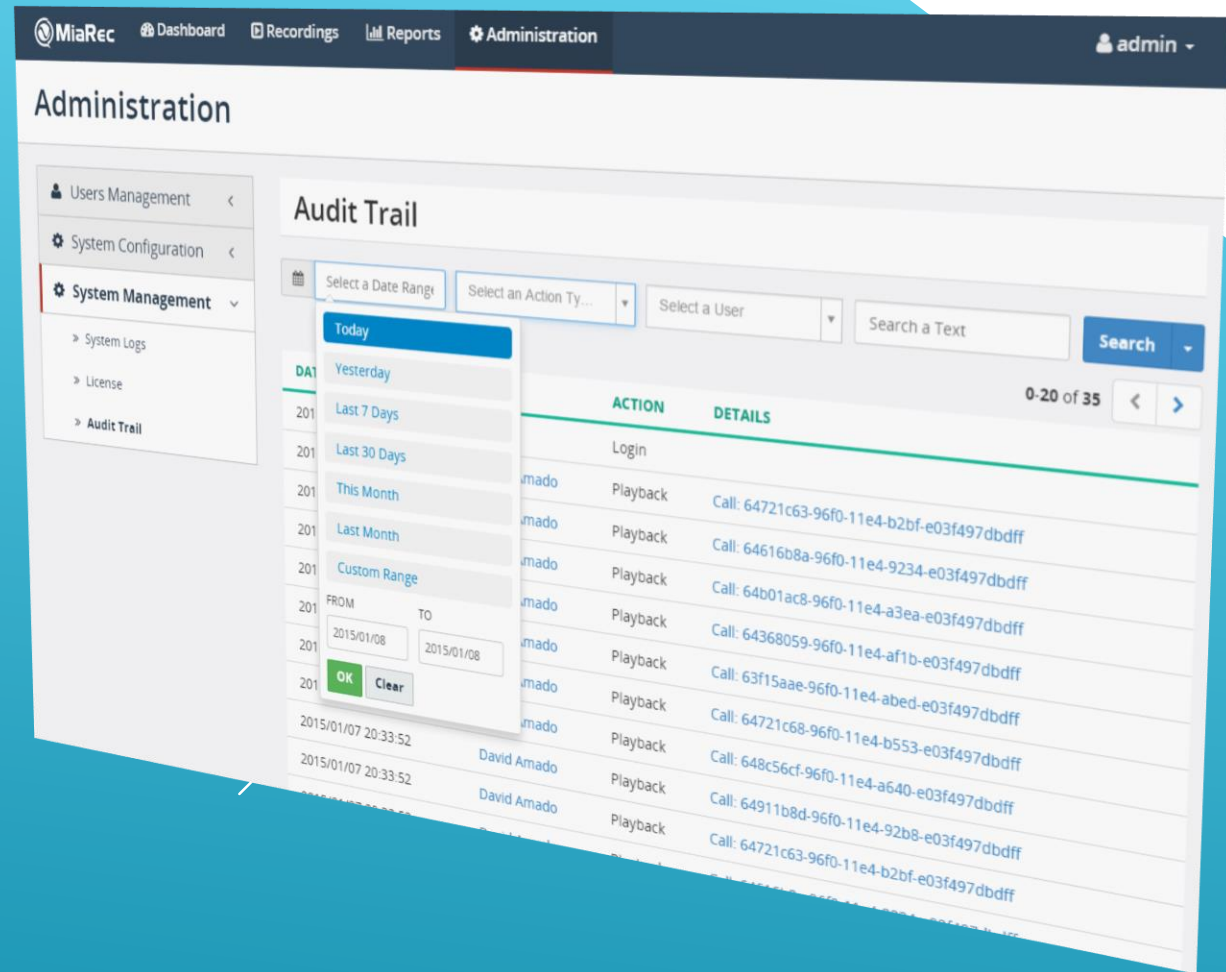
FEATURES

- **Audit Trail log**

MiaRec's activity tracking system enables full audit logs to determine who has accessed recordings.

- **Configurable retention policy**

Define archiving rules based on your business and compliance needs, and store various types of calls for specific lengths of time.



The screenshot displays the MiaRec Administration interface. The top navigation bar includes 'MiaRec', 'Dashboard', 'Recordings', 'Reports', and 'Administration' (selected), along with a user profile 'admin'. The main content area is titled 'Administration' and features a sidebar with 'Users Management', 'System Configuration', and 'System Management' (expanded to show 'System Logs', 'License', and 'Audit Trail'). The 'Audit Trail' section is active, showing a table with columns for 'DATE', 'ACTION', and 'DETAILS'. A date range dropdown menu is open, showing options like 'Today', 'Yesterday', 'Last 7 Days', 'Last 30 Days', 'This Month', 'Last Month', and 'Custom Range'. The table lists various actions such as 'Login' and 'Playback' performed by 'David Amado' on '2015/01/07 20:33:52', with associated call IDs.

DATE	ACTION	DETAILS
2015/01/07 20:33:52	Login	
2015/01/07 20:33:52	Playback	Call: 64721c63-96f0-11e4-b2bf-e03f497dbdff
2015/01/07 20:33:52	Playback	Call: 64616b8a-96f0-11e4-9234-e03f497dbdff
2015/01/07 20:33:52	Playback	Call: 64b01ac8-96f0-11e4-a3ea-e03f497dbdff
2015/01/07 20:33:52	Playback	Call: 64368059-96f0-11e4-af1b-e03f497dbdff
2015/01/07 20:33:52	Playback	Call: 63f15aae-96f0-11e4-abad-e03f497dbdff
2015/01/07 20:33:52	Playback	Call: 64721c68-96f0-11e4-b553-e03f497dbdff
2015/01/07 20:33:52	Playback	Call: 648c56cf-96f0-11e4-a640-e03f497dbdff
2015/01/07 20:33:52	Playback	Call: 64911b8d-96f0-11e4-92b8-e03f497dbdff
2015/01/07 20:33:52	Playback	Call: 64721c63-96f0-11e4-b2bf-e03f497dbdff

REVIEW

- Call recording solutions can help resolve disputes and minimize risk in the healthcare industry
- Meets HIPAA requirements and ensures compliance
- Elevates quality of service and patient care
- Manages data securely

ANY QUESTIONS?



Please contact our representative at
sales@miarec.com
+1-866-324-6717