

Avant for practices

Call Overflow Virtual Reception



Medical reception support to help you reduce the administration overload

Our Call Overflow Virtual Reception service can provide professional receptionist support to medical practices. Our Australian-based team can help to answer telephone calls and complete administrative tasks to relieve your busy front desk team.

Although off-site, we act as an extension of your in-house team, working within your practice management software and answering your phone number. We can empower you to provide a seamless experience for staff, doctors and patients.

Outsourced telephone support

Enhanced patient experience

Ideal for GPs

Increase the number of calls answered

Our team can help to ensure patients aren't left on hold and don't need to leave a message on the answering machine.

Boost staff efficiency

With less phone call interruptions, your front desk team can focus more on doctors, transactions and patient meet-and-greet.

Get personalised support

Our professional receptionists will be trained in how your practice operates and its policies and procedures to provide a seamless experience.

Reduce employment cost

Reduce the cost and responsibility of employing extra staff. Our off-site team are available to support your practice.

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Speak with our team today to learn more

1800 010 236 | avant.org.au/practice/call-overflow-and-virtual-reception



What to expect from our Call Overflow Virtual Reception service

Our Call Overflow Virtual Reception team will operate as a telephone point of contact for your practice, looking after your patients, doctors and other callers. We will work alongside your onsite staff but will answer your calls from our Australian-based offices.

Your practice will be assigned a small, dedicated team of medical receptionists who you can utilise to complete the following activities:

- Phone calls will be answered between 9am and 5pm (Monday to Friday excluding public holidays).
- Related administration tasks can be completed at the time of the call.
- Patient queries can be answered or triaged according to your practice's procedures.
- We will offer support in designing and optimising workflows to allow you to get the highest value from our services.
- Appointment bookings will be made directly in your medical software.
- A personalised, after-hours message recording service can be arranged.

The Call Overflow and Virtual Reception service is designed with your workflow and practice in mind. The call pathways and services can be adjusted over time to meet your changing needs.



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