

Communication Solutions For Healthcare

Streamlining communications is critical to retaining healthcare professionals and providing a positive patient experience. By enabling more efficient and automated communications services, Kalaam supports healthcare organizations with their digital healthcare transformation.

Kalaam offers tailored Voice & Communication Solutions



Virtual Consultations

Facilitate remote consultations and medical diagnosis with Kalaam's Unified Communications Solution



Contact Centre for Healthcare Hotlines

Kalaam offers a robust contact center solution tailored for healthcare hotlines



Multi-Location Collaboration

Kalaam Telecom's UCaaS enables seamless collaboration among healthcare professionals across multiple locations

Success Story

A healthcare organization was saddled with an outdated contact center solution that wasn't performing properly and there were challenges with its design, feature and functionality. The organization also wanted to access data from its Electronic Health Record system. The data stored in EHR was difficult to read to via third party applications like contact center and channel applications. The solution offered was contact center-as-a-service, a solution that will help build an ecosystem for both internal and external customers for accessing data and using a variety of communications channels.

20%↑

Agent productivity

6%↓

Abandon rates

39% - 86%↑

SLAs



On-site & Hybrid Cloud

Revolutionize your healthcare phone system and contact center to transform patient experiences.



Improve Productivity

Create effective workflows which means quicker check-ins & check-outs and more productive shifts.




Patient Experience

Better patient experiences mean higher satisfaction rates and higher reimbursement rates.

Find the Right Voice & Communication Solutions for your Healthcare

Get Started!

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