



ROCKY MOUNTAIN WOMEN'S CARE

Obstetrics • Gynecology • Fertility

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To Whom It May Concern,

Live Reps Call Center has been working with Rocky Mountain Women's Care for the past four years, handling after hours calls and calls during times when our offices are closed for lunch, holidays, weather emergencies, etc.

Live Reps Call Center has always handled our calls with the utmost care, and the reps are always courteous, professional, and thorough. Live Reps Call Center handles a range of different calls for our offices, including routine appointment calls, general question calls and emergent calls that need to be escalated to an on-call physician.

Live Reps has become a critical team member. The agents are familiar with our office and on call staff and can adapt quickly to changes in staffing or protocol. The agents handle difficult and emergent situations and distressed callers with empathy and professionalism.

Live Reps offers 24/7/365 coverage and provides bilingual services (English and Spanish) a perfect fit for our diverse patient population here in Denver. Live Reps pays attention to detail, a crucial component when dealing with patient health and escalating information to an on-call physician. The Live Reps staff follows HIPAA regulations when dealing with PHI and adheres to the established protocols of our office.

The Live Reps management team is always available and open to feedback and communication and easily adapts to changes in on-call physician scheduling and implementation of our monthly on-call calendars.

In short, I am very pleased with Live Reps Call Center.

I would not hesitate to recommend Live Reps Call Center for your business needs.

Sincerely,

Belinda S. Moehle
Office Manager