



A newsletter for the customers of Rochester Telemessaging Center

Healthy...

We simply can't keep from touching our faces so frequent hand washing is the very best way to keep from getting sick. If you do get sick – stay home and protect others.



Wealthy...

A dollar saved is a dollar earned; by increasing your business \$10000 a year, even the most profitable companies only put around \$4000 to the bottom line- but if you reduce expenses by \$10,000 it drops immediately to the bottom line.

...and Wise

Alcohol is the deadliest drug in the US. It is involved in more homicides than every other (drug) substance combined, both to the perpetrator and to the victim.



Checking Messages? There's an App for That!

Well, not exactly an App - but you CAN use your SmartPhone to check your messages here at Rochester Telemessaging Center as many times as you want throughout the day and evening.

When viewing your waiting messages in our portal, you can mark them as read which will also reflect to our staff that you have retrieved the message. You can even save or email yourself a copy! Once you're set up for online message retrieval, simply log into our website and go to the messages section. You will be able to see any waiting messages and also review any that have been marked as read; and as an added bonus – you can't accidentally delete anything! You can check messages at your convenience with no assistance from us.

When you use your Smartphone to check your messages, there is no worry about privacy or HIPAA compliance. We are not sending information into the cloud. You are going directly into our secure messaging platform to retrieve your information.

And that's not all – you can also change your on-call information too! No need to call in to a supervisor to let us know that you are going to dinner and someone else will be covering you for a couple of hours. The convenience and time-saving is worth learning how to do it! (And it is NOT difficult) We will assist you in setting things up and will make sure that everything is working the way it should. Ask for our help, we're here for you. You will wonder why you ever waited!



It's Getting Harder to Hire

According to the US Department of Labor, the number of initial unemployment claims fell to a 14-year low for the first week in October. This tighter labor market would have been upon us years sooner if it had not been for the recession that kept people in labor limbo. Today and probably for some time, our job market is going to be much more difficult. But -

We can help! – We can provide a hiring line – a private phone number for applicants to call with a recorded message explaining the position and the caller can respond, so you can hear their speaking voice and answers to specific questions. Ask us if this sounds like something that would be helpful to you.

We can help! – If you want to replace or assist your receptionist. If you direct all your calls to come through our service, we can become your switch board operator, answering your calls, and transferring them to the correct person in your company. If the right person isn't in – we can take a message, transfer the caller to voice mail, or even give out information. Or we can simply handle your excess calls, directing them to roll over to our service when your receptionist is busy.

We can help by making appointments, giving out information or sending instructions. Much of what your receptionist does will not require being in the office. Talk to us today, we can help you make your labor pool stretch further. Doing more work with less people? We can help!



Our Services Include

Answering Service
Appointment Scheduling
Attendance Line
Call Overflow
Call Screening
Customer Service/Help Desk
Dealer Locate
Emergency Service Dispatch
Inbound Surveys
Membership Renewal
Product Orders/Service Orders
Remote Receptionist
Voice Mail
Website Orders

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Refer a new client and receive a Base Rate credit.



The President's Letter

Dear Friends,

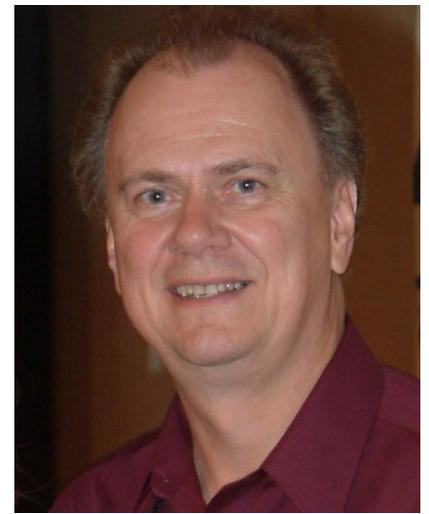
The holiday season is upon us and that means we are extra busy! There is shopping to do, services to join, parties to attend and more shopping to do. Yet the bulk of our work doesn't change, patients still become ill, machinery still breaks down, schedules still get confused and paperwork still needs to be completed on time. Life's little annoyances don't stop just because the festivities begin – in fact it seems like they multiply!

Most of us get just a little crazy making sure we don't let anyone down. I urge you to take time for yourself in the days ahead. Find some shortcuts for the things you have to do and take pleasure in the things you want to do. Perfection just does not happen, so go with the flow. Learn to shrug your shoulders and laugh when things aren't exactly as you want them to be.

I have been spending extra time with my wonderful staff, making sure they know how very important they are to me, and to all of you. Our lists include making sure we have extra people to answer your phones when you want to be away. We're checking our on-call information twice so we don't interrupt you when you are enjoying time off. And we are making holiday wishes that all of you enjoy the very best of the season. See you in the new year!

Sincerely,

Herb Chinowski



How do we reach thee? Let me count the ways!

We tried for nearly two hours to reach a client for a true personal emergency call. We knew he had left for lunch at 12:35 because he turned his phones over to us at that time. We called his contact number, his cell phone – and there was no answer. We called his office back line – and there was no answer; just in case, we called his main number, and it came right back to us. We called his contact number again – no answer.



We searched through his account profile and found no other name or number for someone who might be associated with his practice. We actually knew the hospital where he had privileges and we tried to call him there. No one there knew how to contact him. We called his cell phone again – no answer. We were utterly helpless and very upset.

It turned out alright, this time. His cell phone had fallen to the ground when he got out of his car and he did not realize that it was broken. But it called attention to the fact that we should have more than one way to reach our customers. At the very least, we need the number of a friend or family member in case of emergencies. Please do this TODAY. Call us and give us a back-up number. Cell phones are great, but they do become damaged, out of range, or lost. When that happens we need another way to reach you.

Life in 25 Words or Less

“Life is a series of tasks that you absolutely must get done before they don't matter anymore.”

-Robert Brault

Gotta' Giggle

WHENEVER I FEEL THE NEED TO EXERCISE,
I LIE DOWN UNTIL IT GOES AWAY.

-ROBERT MAYNARD HUTCHINS

