

## Webley MD After Hours

Enjoy having a virtual receptionist on hand at all hours to help direct your calls. Webley MD After Hours is a voice-enabled, virtual receptionist that handles incoming messages and physician on-call scheduling with accuracy, professionalism and ease. And it's the fastest, easiest way to access and manage your phone, e-mail, pager and fax messages. Our subscription-based service comes with technical support from your Webley MD Practice Advisor.

## Features and Highlights

### The fastest, most accurate way to manage your messages

Put an end to transcription errors and lost messages. You won't have to wait hours for the answering service to relay your messages. Webley MD lets you hear the patient's voice message from your computer with just a click or a quick call to your Webley MD number.

### Never miss a message

Webley MD lets you know when you've received a new message. Notifications can be sent to your pager, cell phone, landline phone, e-mail, text message or any combination you choose.

### Organize your messages

Screen calls more effectively by creating additional voice mail boxes for different departments. Set your call answer options, such as custom greeting and call screening, based on caller ID, current date, time and so on. With our message prioritization feature, patients can tag messages as urgent. Webley MD After Hours automatically gives you your urgent messages first.

### One number reach

Your Webley MD After Hours account comes with a local phone number for your practice. Give this number to your callers or forward your office number to your Webley MD number after hours or any other time when your staff is unable to answer calls.

### Create and schedule custom greetings

Record up to 9 custom greetings over the phone so that your patients continue to hear the same friendly voice they've come to expect when they call your office. Schedule custom messages to play after hours, during lunch, on weekends, during vacations or any other time you'd like a custom message for your inbound calls.

### Effortless on-call status management

A five second call to Webley MD is all it takes to change the physician's on-call status immediately. You're the one in control, so you won't have to worry about someone else forgetting to change your on-call status. The system ensures that someone at your practice is always "on call" so that you know that after hours messages are covered.

### Affordable, easy to use

Webley MD is a subscription-based, hosted application service provider. There is no equipment to buy.

### Highly reliable and trusted

Our hosted service is monitored 24/7 with backup and disaster recovery services. Webley MD has over a decade of experience delivering critical messages for medical practices across the country.

### Support from your Practice Advisor

Your Practice Advisor is there to ensure a seamless transition by offering staff training and ongoing support.

## Key Features

### Find and follow features

- Create rules for call transfers
- Send notifications to pagers, e-mail, cell phones, and landline phones
- Transfer calls directly to voice mail
- Transfer calls to up to 4 phone numbers at the same time

### Advanced call management

- Create multiple voice mailboxes
- Call forwarding
- Call waiting
- Caller ID
- Callers can tag messages as urgent

### On-call status management

- Specify on-call physician by phone

### Custom greetings

- Record up to 9 greetings over the phone
- Change greetings at any time
- Create schedule for greetings

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