

**IWATSU**  
TELECOMMUNICATIONS PRODUCTS

PROVEN SOLUTIONS

## Omegatrek: Putting Causeway Doctors On the Move

It may have started small, but Causeway Animal Hospital in New Orleans, Louisiana, is now the premier veterinary hospital in the city. And as business grew, so did the communications demands. To manage communications in the large facility, Causeway used overhead paging to locate doctors. But, distractive pages and floating paper messages eventually had a negative effect on efficiency and productivity.

To simplify call handling, Bill Mack, President and David Haydel, Customer Service Representative of First Communications introduced Causeway to two productivity-enhancing solutions: Iwatsu's Omega-Voice VMI Voice Mail System and the Omegatrek Wireless Communications System.

### Omega-Voice VMI

Before the Omega-Voice VMI voice mail system was installed, Causeway clients were placed on hold while receptionists paged doctors. Typically, doctors were unable to hear or answer pages, and clients were left with unmet needs. With Omega-Voice VMI, clients are now transferred directly to their veterinarian's extension and mailbox through helpful automated attendant menu options, allowing them more personal, direct contact with their doctors. Clients can also call in after hours for general information or to leave voice mail messages.

### Omegatrek

In a fast-paced hospital where instant communication is critical, Causeway couldn't afford to be without the Omegatrek Wireless Communications System. Unique to Omegatrek is the PS6 Portable Station, or wireless handset, that operates with similar functionality to a digital desktop telephone and provides users with full accessibility to many ADIX APS features from anywhere within the facility.

With wireless capabilities, Causeway doctors are enabled with enhanced flexibility, productivity, and mobility anytime, anywhere. Omegatrek allows doctors to remain fully accessible from any hospital location as receptionists and clients can call them directly on their wireless extensions.

Although Causeway doctors see hundreds of patients daily, they can remain simultaneously available for client and emergency calls and can access voice mail using the wireless handset. And with the hands-free answerback feature, doctors can even communicate while performing exams or surgeries through the integrated handset speaker.

"Omegatrek has really enabled us to become much more efficient at what we do," says Causeway's Practice Manager, Mary Alice Shannon.