



COMPLIANCE FOR THE HEALTHCARE INDUSTRY

Protect your bottom line with automated patient data compliance

The national healthcare expenditure exceeds four trillion dollars annually, with projections estimating a yearly increase of roughly 10% on this figure. Equally, the per capita figure already exceeds \$12,000 per year. That's a lot of healthcare interactions and transactions, not to mention the amount of patient data being exchanged.

The handling of patient data is subject to compliance regulations, and your organization should consider the depth of protection that your recording service has in place.

CallCabinet is an award-winning compliance call recording, quality assurance, agent evaluation, and AI analytics solution for healthcare organizations of any size. Integrating seamlessly with virtually any telephony platform you currently use, CallCabinet mitigates your risk and protects your bottom line.



ENSURE HIPAA AND PCI COMPLIANCE

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires that all patient interactions are recorded while all private patient data must be redacted from the interaction record. By deploying CallCabinet, your call recording can be HIPAA and Payment Card Industry Data Security Standard (PCI DSS) compliant within minutes. Use agent scoring to verify the quality of agent practices, and ensure that legal disclosures are consistent inside your organization.

SAFELY REDACT SENSITIVE DATA

Through its PCI DSS module, CallCabinet scrubs sensitive data across four vulnerable layers, providing maximum security for your practice and your patients.

SECURELY SHARE RECORDINGS

Use encrypted links that dictate access and access time to data, and easily share calls securely and compliantly through the CallCabinet 'compliance share' feature.



GAIN HIGHLY ACTIONABLE INSIGHTS

Voice data can be a substantial source of business intelligence. CallCabinet's next-generation AI accurately interprets voice data and sentiment, making your data an actionable source for invaluable business intelligence insights.

STAY IN CONTROL

The ability to arrange users into groups or teams and control who can listen to your recordings is critical. Use predefined user roles which grant access to specific system features, functionality and recordings or create custom roles and define access permissions on a granular level for each user.

Call compliance made simple

CallCabinet gives your company the tools to capture individual extensions on your host network to legally protect your company and increase your patient satisfaction.

PROTECT YOUR BOTTOM LINE

False claims by patients cost healthcare and insurance providers millions, especially when your company provides medical advice over the phone. When disputes arise, CallCabinet provides you with an accurate first line of defense with call audio, transcript and optional agent screen capture.

START RECORDING IN MINUTES

CallCabinet enables call recording in minutes without any additional hardware, on-device software, or on-site storage. CallCabinet fits perfectly as the recording and QA solution the healthcare industry relies on to secure their call data.

SCALE AS NEEDED

CallCabinet's flexible subscription allows you to add only the features your enterprise needs. Start with standard user recording, or add full AI-driven analytics, agent screen capture, QA reporting and more.



Protect your bottom line.
Call us today to arrange a customized demo.



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