



OAISYS to Exhibit at American Society for Healthcare Risk Management Annual Conference & Convention

Will Showcase Latest Call Recording Technology for Liability Protection in Healthcare

TEMPE, Ariz., Oct. 13, 2011 – [OAISYS®](#), a leader in business call recording and contact center management solutions for the healthcare industry, announced today it will appear as an exhibitor at the [American Society for Healthcare Risk Management Annual Conference & Convention](#) at the Phoenix Convention Center in Phoenix, Oct. 16-19, Booth Number 342.

The American Society for Healthcare Risk Management is a personal membership group of the American Hospital Association with more than 5,400 members representing healthcare, insurance, law and other related professions.

ASHRM promotes effective and innovative risk management strategies and professional leadership through education, recognition, advocacy, publications, networking and interactions with leading health care organizations and government agencies.

OAISYS is dedicated to the healthcare industry and making practice management easier. OAISYS recording solutions were built from the ground up to be simple to use and administer while including vital aspects relative to regulatory compliance and other healthcare-specific concerns. No matter where a practice or hospital may be in terms of implementing an electronic medical records (EMR) or electronic health records (EHR) system, documenting calls with an OAISYS solution can start making an immediate improvement on operations, processes and practice profitability.

“We’re happy to exhibit at ASHRM’s annual conference and expo because our call recording solutions satisfy a genuine need in the healthcare market,” said Brian Spencer, president of OAISYS. “Everything in a practice or hospital is usually documented — except for what transpires in a telephone conversation. With our solutions, that last gap is filled, and the specter of ‘he said/she said’ disagreements are negated when it comes to risk management and liability protection.”

OAISYS’ HIPAA compliant call recording and voice documentation solutions bring three primary benefits to healthcare businesses:

- **Liability Protection:** Malpractice and licensing complaints often include information exchanged over the phone. OAISYS call recording solutions make it easy to locate, retrieve, play back, annotate and securely share phone-based information with attorneys, review boards and others in order to eliminate "he said/she said" disputes and quickly and easily investigate potential issues before they become difficult, time consuming and expensive.
- **Increased Revenue:** By having access to what was said, when and by whom, practices can accelerate their collection times from both insurers and delinquent patients, authoritatively appeal declined or reduced payments and provide evidence to state insurance offices in the event of a dispute, all of which can improve billing cycles.
- **Staff Performance:** When staff members know their phone calls are being recorded, they are motivated to perform as professionally as possible. In the event of a service complaint, managers can easily review phone conversations and engage their staff members on the best ways to improve service.

OAISYS provides innovative, reliable and affordable call recording solutions that help healthcare professionals overcome the everyday challenges they face.

About OAISYS:

OAISYS (www.oaisys.com) is a leading developer of call recording and contact center management solutions for a wide range of organizations, from small- to medium-sized businesses to multi-site large enterprises. The OAISYS voice documentation and interaction management solutions help companies within a variety of industries—including healthcare, automotive dealerships, financial services, and the public sector—attract and retain customers by digitally capturing phone-based interactions for simple retrieval, playback and management. Compatible with leading business communications system providers, OAISYS [Tracer](#) and [Talkument](#) applications help companies improve risk management, quality assurance, customer retention, dispute resolution, regulatory compliance requirements and other critical business concerns. OAISYS is headquartered in Tempe, Ariz. OAISYS Limited is located in Cambridge, England.

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