



## **OAISYS to Sponsor and Exhibit at POMAA's Annual Conference 2011**

### ***Will Showcase the Benefits of Call Recording and Voice Documentation for Medical Office Management***

**TEMPE, Ariz., Sept. 14, 2011** – [OAISYS](#)<sup>®</sup>, a leader in business call recording and contact center management solutions for the healthcare industry, announced today it will serve as a sponsor and exhibitor at the [Physician Office Managers Association of America's 2011 Annual Conference](#) in San Diego, Sept. 21–23.

POMAA is a professional organization dedicated to providing educational, certification and networking opportunities to its members. With a nationwide online forum where members can discuss topics relevant to managing medical offices, regional chapters with events and experts in various aspects of practice management and a national conference featuring seminars, speakers, exhibitors and credits toward continuing certification education requirements, POMAA strives to provide every opportunity for its members to succeed in their field.

OAISYS has been a proud sponsor and supporter of POMAA nearly since its inception and has exhibited at each of its national conferences. POMAA members were some of the earliest adopters of OAISYS call recording and voice documentation solutions when the company began targeting healthcare as a vertical market, and POMAA member feedback and support has helped refine and expand the value of OAISYS solutions in the field.

"We're very proud of our association with POMAA," said OAISYS president Brian Spencer. "Member feedback and adoption of our solutions has given us considerable insight into the everyday challenges faced by the healthcare industry. It truly is a mutually beneficial relationship as we can turn to the POMAA membership for guidance and perspective on the administrative issues they regularly handle, then develop and position our products accordingly to address these areas. The group has been an invaluable resource for us."

"We love OAISYS," said Desiree Baylin, POMAA Executive Director. "They have been one of our most ardent and longest-serving sponsors and supporters. Their solutions have helped our members in their practices; their sales and marketing teams have worked with us on promotions, and they have always given us exceptional care and support at our conferences and events. It's a mutually beneficial partnership we expect to continue for a long time to come."

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 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.

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 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](http://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.

###

### **OAISYS PR Contacts:**

Teri Sawyer, T&Co.

714-536-8407

[terisawyer@me.com](mailto:terisawyer@me.com)

Roland Murphy, OAISYS

888-496-9040, ext. 1020

[roland\\_murphy@oaisys.com](mailto:roland_murphy@oaisys.com)