



## Strengths and Benefits of LVM Systems

### Who We Are

- Healthcare Call Centers have been the sole focus of our company for 21 years
- We've maintained steady, significant growth and have experienced staff
- We've experienced no layoffs and are financially secure; we carry no debt
- Strong relationships with other healthcare call center industry leaders:
  - Schmitt-Thompson Clinical Content
  - Call Center Consulting Network (3CN)
  - American Academy of Family Physicians
  - CPM Marketing Group
  - Greystone.net
  - Quality Metric (SF-12)

### Support of the Industry

- Sponsorship of industry conferences: PRTTT, AAACN, SHSMD, Greystone, CPN
- Dialogue Newsletter: quarterly industry publication for call centers

### Support of our Clients

- Call Center Business Networking: online communications board for our clients
- Ongoing product development to position call centers for growth; we act on input from our clients and industry opportunities
- Unparalleled customer support; hundreds of satisfied clients
- 95.9% of clients stated they would recommend LVM Systems to other organizations
- Extensive Computer Based Training (CBT) library for continuing education
- 2000+ Standard Reports
- Call scripting and advanced task management functions
- Customization: screens, letter, reports, exports, imports, etc.



## Strength of our Products

- Schmitt-Thompson Clinical Content: consistent triage structure and philosophy; preferred over other protocol sets. See *Important Aspects of Clinical Content*
- LVM-hosted Virtual Call Center (VCC): benefits those centers with limited IT support; can be licensed through a monthly fee structure (operational vs. capital expense)
- Multi-channel support: Internet, web pages, texting, IVR, phone surveys
- Consumer web-based registration and payment option is fully integrated into the Centaurus platform
- Ancillary product modules for call center expansion: Patient Hospital Transfer, Physician Relations, Behavioral Health, Disease Management, PhoneLink Automated Communications
- Exclusive Interactive Customer Relationship Management (I-CRM) through collaboration with CPM
- Physician On-Call Scheduling; Screening Scheduling
- Extensive data conversion and HL-7 interface experience