

COMTEL i PROFILE



An informational Application Profile



COMMUNICATIONS CHALLENGES

Greater Buffalo United Accountable Healthcare Network is a group known today as a "Health Home" an organization that assigns care managers to patients and assists with providing important health care services at an affordable cost model. GBUAHN is a high traffic, mobile organization operating from multiple facilities, and requiring very dependable telecommunication service, quick response, and flexibility in making changes.

PREVIOUS ENVIRONMENT

The environment has developed over just the last few years from just a small group of people to an operation with more than 140 independent physicians, and today GBUAHN is a lead Health Home provider.

SOLUTIONS BRIEF

The Comtel solution provides for a Hosted VoIP system solution for the GBUAHN staff across its locations, with common dialing, messaging integration, transparent feature operation, mobility, and simplified web portal for managing ongoing administrative functions.

THE CUSTOMER VIEW

Momba Chia, COO, GBUAHN

"Comtel communication technology provides the flexibility in communicating with our clients, avoiding missed calls, reducing hold times and provides a seamless transition with the entire support structure from Comtel help desk. It is an awesome experience."



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CUSTOMER:
GBUAHN
BUFFALO, NY

SOLUTION:

- Comtel Hosted VoIP
- Multi-Site
- Common System
- Fully Networked
- Mobility

PROFILE:

The **Greater Buffalo United Accountable Healthcare Network** (GBUAHN) began in 2009 as an Independent Physician Association (IPA). Medicaid beneficiaries benefit from better coordination and management of the health and long-term services they receive with GBUAHN. GBUAHN delivers a more effective and efficient way to coordinate services to Medicaid participants. Essentially it is a multi-specialty medical group that supports the WNY region in the provision of comprehensive ambulatory health care for adults and children.

WIN-RESULTS:

- Integrated Environment
- Staff Mobility
- Administrative Control



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