MVR in the Medical Sector

Medical practitioners wanting to improve access and offer more flexible appointments to patients will often adopt telephone triage services to help meet demand, so call recording is important for any advice given.

Call recording is a crucial part of communications at any surgery, and extending this to include practice mobiles for telephone consults, exchanging patient information and for telephone triage, allows greater flexibility whether calling from a patients home during a visit, or from your office.

Secure Mobile Recording

If you are a doctor, dentist, vet, pharmacist or other medical professional, you may already have land line calls recorded, but will use your mobile phone when you are on call, visiting patients or speaking with other support agencies.

With Mainstream MVR, you can record calls to and from enabled mobiles with patients, families, consultants, specialists and colleagues, reassured that any conversations relating to cases and patients are recorded and stored securly for future review.

Samsung KNOX Phone

Use MVR on your Knox enabled Samsung device to record patient notes while you work. Record voice memos and notes to yourself that will be encrypted and transferred securely to the MVR data centres.

You can also record meetings and patient reviews to ensure none of the comments are missed, and these can then be reviewed and transcribed later.

Automatically Transferred

The major advantage over other recording apps for your device, or specialised digital voice recording devices is that all the recordings are transferred automatically and securely to the MVR data centres where they are safe and cannot be tampered with or "accidentally" deleted.
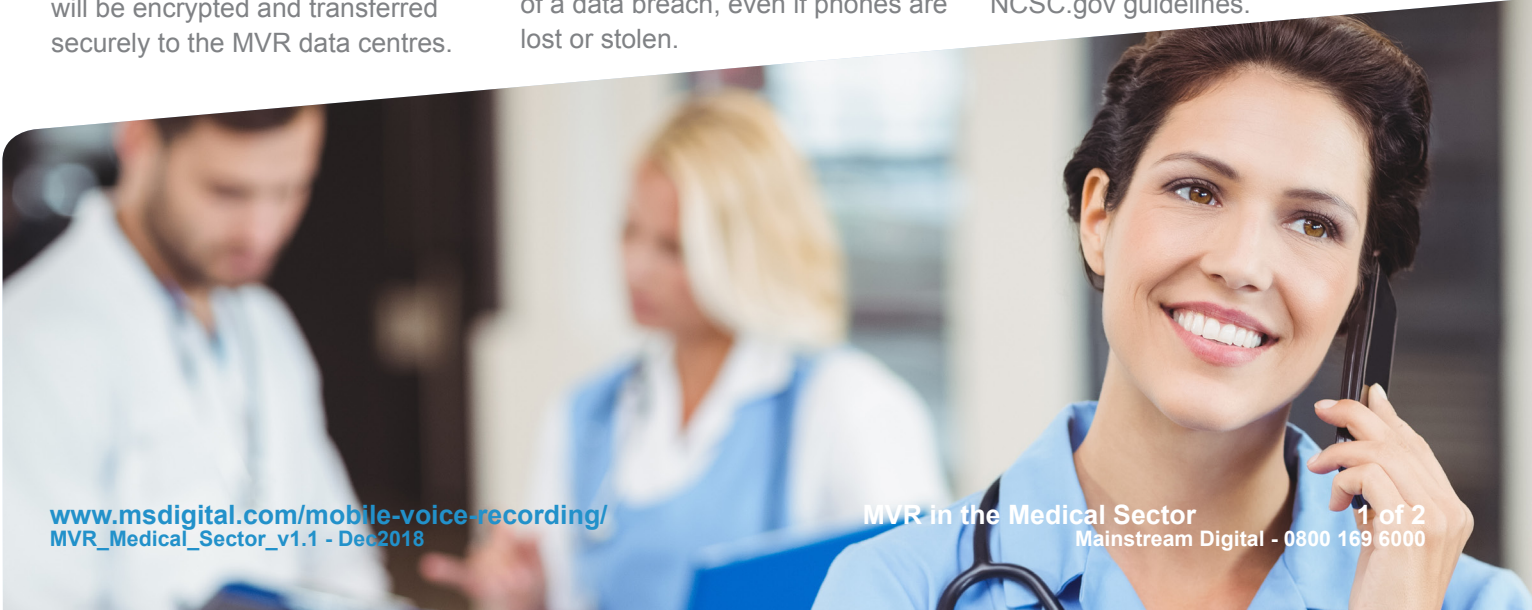
There are no accessible files on the phone that can be viewed or played. All files are transferred to our secure data centres as soon as possible after a call is finished, so recordings are safe and secure with no chance of a data breach, even if phones are lost or stolen.

If your phone is lost, your administrator can track your phone to its last reported location, and ping it for a location update and if retrieval is not possible, they can wipe all data from the phone. (internet connection needed)

Secure Data Centres

Once recordings have been received into the MVR data centres, files can only be retrieved by authorised personnel for review, comment and audit purposes. Records can also be moved to long term storage if required.

To protect the sensitive nature of the data recorded, Mainstream is ISO27001 , ISO22301 , ISO9001 and Cyber Essentials certified with our MVR data centres designed to be IL2/IL3 compliant, in line with NCSC.gov guidelines.

About Mainstream

With over 25 years' experience of the UK telephony market, Mainstream Digital are specialist providers of communication solutions for business, offering on-site and hosted telephony, VoIP and SIP services with business class broadband connections.

Mainstream is an ISP offering ADSL and fibre internet connections as well as dedicated internet connections. With no charge for a fibre connection, a subsidised business class router and a selection of limited and unlimited data packages, we can advise you on the best connection for your location and your business needs.

We are also a Samsung development partner, creating cloud base telephony and data solutions, with our own secure UK based data centres.

Certification

We are accredited to ISO9001 (quality management), ISO27001 (information security management) and ISO22301 (business continuity) as well as being Cyber Essentials certified, so you can be assured that not only is your data safe with us, but we have in-built resilience and system redundancy so we can continue providing a service even if we are unable to access our own offices.

Products and services

Offering onsite, hosted or hybrid telephone systems with lines, call packages and call management services, our products have been thoroughly tested to prove their reliability and ensure they are flexible enough to meet the ever-increasing demands you and your company expect from your communications technology.

Mobile Voice Recording

Designed to work exclusively with Samsung devices using KNOX security, MVR is transparent and tamperproof. MVR will record calls, texts, photos, GPS, videos and voice memos, into a secure ISO certified environment.

All communications are encrypted and securely transferred to Mainstream data centres. Via the online portal, the client can search, review, comment on, share and audit any of the communications made or received, and manage the mobile estate with Mobile Device Management (MDM)

Mobile phones

To further support the growing demand for mobile phones in businesses of all types, Mainstream are now an EE Approved Supplier for mobile phones and call packages. We are able to offer competitive deals on the latest models and the best tariffs whatever your needs.

Specialist solutions

With solutions for Call Recording, Mobile Device Management, Hosted Telephony and Hosted ISDN, whether you are an independent retailer, a commercial operation, a local council, multi-site enterprise or multinational organisation, we can help with your communications technology needs.

Dedicated account team

Your sales consultant and their office based support team will always be ready to answer your questions, and with our UK based customer services and technical support staff at our Cirencester head office, our close knit team is on hand to help with your communications queries.

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