MVR in the Healthcare Sector

Delivering home based healthcare services across a wide geo-graphic area, providers already record calls to service centres and regional offices.

Providers want to bring a similar level of support to front line staff, ensuring best practice and improved record keeping from staff using mobile devices, and have a duty of care to improve lone worker monitoring, particularly for public facing staff, so workers can be supported and feel safer.

Recording Mobile Calls

Heathcare providers can now close the loop on calls to and from field based staff taking and making calls on mobiles to 3rd party services, patients, GPs and any patient family members.

Previously difficult to manage, calls are stored in the secure MVR system and can be accessed by authorised personnel for review and auditing. If required, calls can be marked for transfer to long-term storage.

Unique Features

While the call recording features are reason enough for many providers to use MVR, there are other unique features that are helpful for staff and managers.

Device location monitoring can be used to help manage resources, reviewing traveling time, routes, distances covered and time spent at locations, providing information for better reporting and feedback.

Staff can also use the photo and video recording features to capture images that may help assess the needs of patients in the home, ie; doorways, steps or support equipment in kitchens, bedrooms and bathrooms.

Health workers can also record voice memos into the system so they don't forget to mention any observations made when later compiling reports, or can even conduct interviews and assesments with a patient that can be securely recorded and held on record for review.

Memos, Photos and Video

Voice memos, photos and video files are time and location stamped, and can also be commented upon before being submitted to the database, so staff can include patient references and notes that can be used later to be searched against.

Samsung Knox Security

Unlike other solutions, Mainstream

MVR uses Samsung Knox, built into the mobile handset to keep files and recordings secure and encrypted. These are then automatically transmitted to the secure MVR data centres. (ISO 27001 / ISO22301 / ISO9001) where they can only be accessed by authorised personnel.

Location Monitoring and Alarms

As well as location monitoring through MVR, selected devices also feature an alert system that can be enabled if staff do need to discreetly request support, with a simple button press combination.

This could also be configured to send text and email messages via the MVR to pre-defined destinations, with information from the device, including user location, with images from front and back cameras (if available).

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.

ISO:9001   ISO:27001

ISO:22301

IASME Consortium ®

MAINSTREAM digital
Future Communications

Cirencester Business Park
Love Lane, Cirencester
GL7 1XD

Tel: 0800 169 4055

@MSDigitaltweet