

Inland Urology Medical Group Case Study

OnDemand Guides Inland Urology to Seamless Cloud Communications

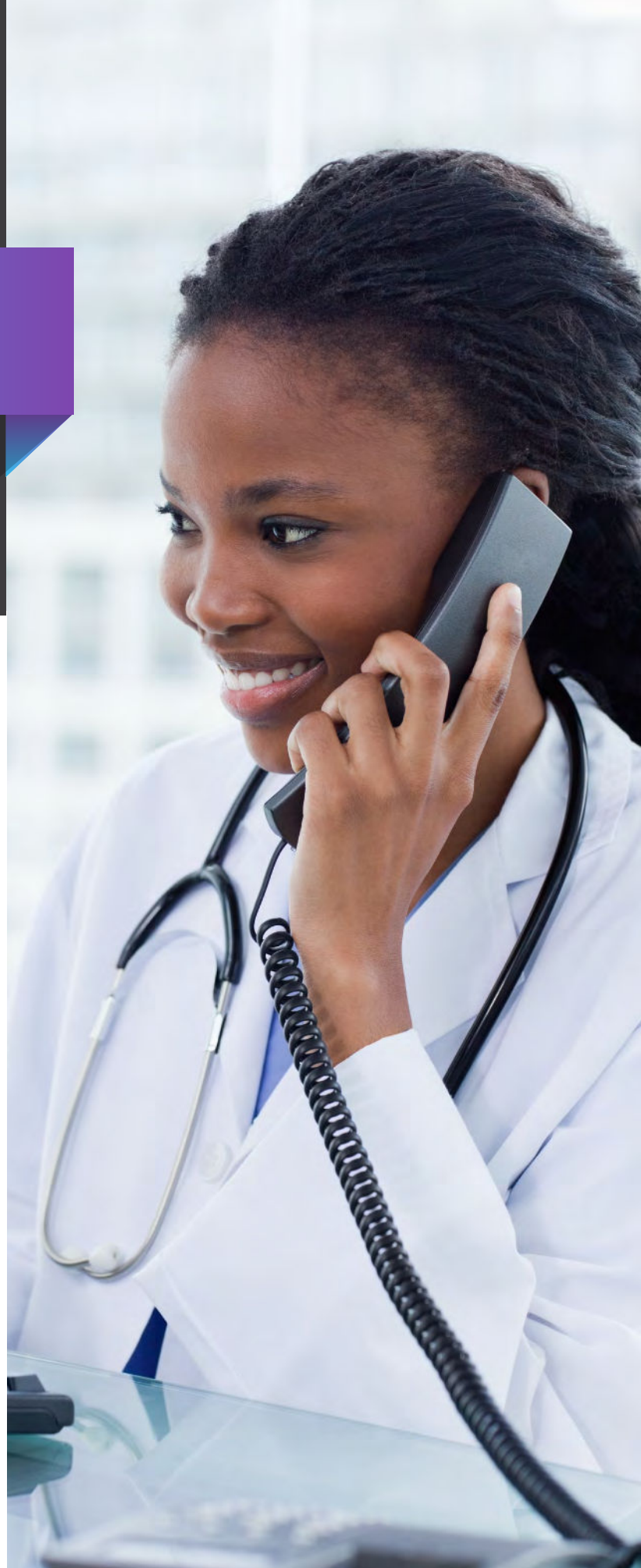
Inland Urology Medical Group, a healthcare provider based in Pomona, CA, needed to replace an outdated on-premises phone system that was failing to meet patient needs as a result of frustrating wait times and a poor on-hold experience.

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“When we need help upgrading our technology, OnDemand is with us from start to finish. They ensure smooth implementation, and we know we’re in good hands.”

- **Monica Tumengko**

Practice Manager, Inland Urology Medical Group, Inc.



The Action

Inland Urology Medical Group turned to OnDemand, who already had an established relationship with the office, for trusted guidance on transitioning to a cloud-based solution tailored to the practice's unique requirements. Since they were familiar with the medical group and its call volumes, OnDemand's technology advisors were able to provide informed recommendations and ensure the phone system migration ran smoothly.



The Results

Thanks to OnDemand's guidance, Inland Urology was able to:



Handle up to 300 calls during peak times with ease.



Eliminate 30-40 minute hold times with a new system that informs callers of their place in line and offers callback options.



Improve the patient experience with professional hold music and prompts.



Receive ongoing support, even after implementation, to ensure seamless operations.



Gain peace of mind knowing they have a knowledgeable partner invested in their success.