

# Connecting your patients with the care they need.

## Anytime. Anywhere.



We are Octiva, a healthcare company providing personalized after hours (any hours) care for practices like yours. We go beyond a traditional answering service by providing a comprehensive range of care to your callers.

With Octiva, your patients are kept close to your practice while receiving the same high level of care they know and trust – all while also providing you with the flexibility of coverage when you need it, day or night.

### Unlike other programs, Octiva includes three primary levels of support:



**At an administrative level.** Octiva provides a team of support specialists to answer all calls as if they were a member of your staff. This non-clinical specialist can provide information to your patients (clinic hours, address), take messages, and even schedule appointments. The support specialists are trained to immediately escalate clinical questions to Octiva's nurses.



**At the nursing level.** Octiva provides your patients with a registered nurse to assess clinical needs, provide nursing advice, follow treatment protocols, refill prescriptions, and escalate to the next level as medically necessary.



**At the clinician level.** Octiva provides physicians and licensed independent practitioners (NPs, PAs) who are available to assess and treat the clinical needs of your patient, prescribe medications, or direct your patient to the Emergency Department when clinically necessary. At all levels, Octiva always directs the patient back to you for ongoing care.

Your patients will experience Octiva as a seamless extension of your care. Patients get personalized attention after hours while staying within your practice. You will receive daily cloud-based reports detailing the calls received.

### How is Octiva different from other programs?

**There is no other program quite like Octiva.**

**We are unique in that we provide:**

- Patient appointment scheduling and management during after hours by Octiva staff
- Coverage during all weekdays, weekends, lunches, and holidays
- A fully staffed admin support team, nurse triage team, and team of providers (i.e. MDs, NPs) – eliminating the need for you to keep anyone on-call
- Notation of all clinical encounters directly within your EMR system
- Daytime coverage as needed
- Cloud-based daily and monthly reporting, giving you access to your data in real time
- Fully licensed team of providers who can prescribe medications without any involvement by your team
- A dedicated account manager
- A fully bilingual team fluent in English and Spanish; plus support for all other languages through a live translation partner
- A detailed transcript for each clinical encounter (Schmitt-Thompson protocols)
- Average speed of answer less than 10 seconds
- A fully dedicated phone number to forward calls during after-hours.
- No long term contracts

**We provide a way for physicians to care for their patients 24/7 while having a work/life balance that protects their own health and well-being.**

**We'd love to partner with you for all of your after hours needs.**

To learn more, please contact us:



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