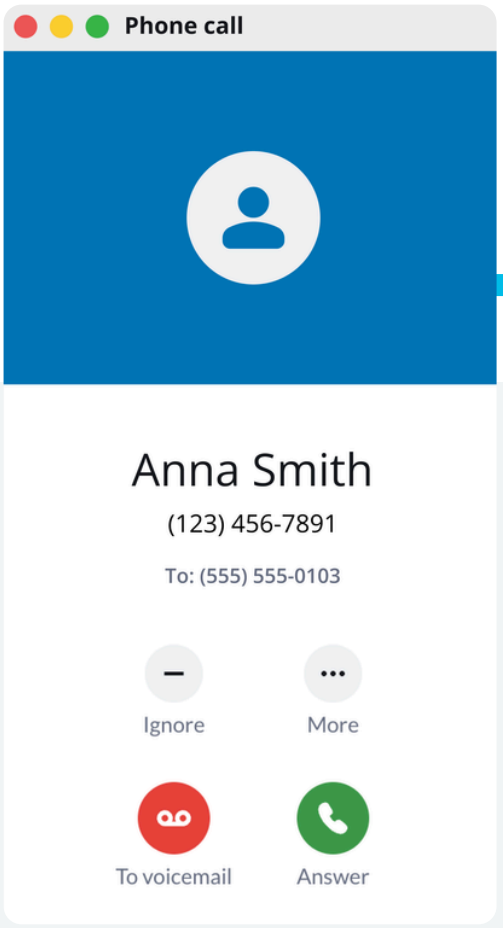
Intiveo Voice

Voice with Choice: Keep the phone provider you already trust



Intiveo Voice integrates with top phone providers to simplify call workflows so your team can focus more on building strong patient relationships and less on coordination, helping you increase operational efficiency, reduce missed opportunities, and elevate the patient experience.

WITH INTIVEO VOICE YOUR PRACTICE CAN:

- Choose the phone provider that fits your practice — no vendor lock-in
- Simplify call management workflows
- Personalize every interaction by instantly viewing caller details before picking up the phone
- Reduce missed revenue by automating follow-ups for missed calls
- Strengthen patient trust and retention with faster, more confident patient interactions
- Empower your front office staff to stay organized, prepared and patient-focused

HOW IT WORKS

Intiveo's robust patient engagement platform integrates with top vendors like RingCentral, AT&T, Zoom and TELUS that use Voice over Internet Protocol (VoIP) — a technology that enables voice calls to be made over the internet.

Scan the QR code to see the full list of phone systems that we integrate with.

LEARN MORE

Intiveo Voice features

Build patient trust at scale with
a personalized call experience

LEARN MORE

Global Search
Locate patients by name, phone number, or other details instantly.

Click-to-Call
Initiate calls directly from Intiveo's platform, reducing dialing errors and saving time.

Call Recognition with Caller ID+
When a patient, referring office or other contact calls, Intiveo recognizes them and displays relevant information.

Profile Panel
One-click access to essential contact details, workflows, and tools based on contact type.

Call Management and Actionable Logs
Automatically log inbound/outbound calls, voicemails, and follow-up actions.

Missed Call Texts
Automatically send patients a text when a call is missed to reduce lost revenue opportunities.

Additional multi-location features

Extension Filtering
Use a unique phone number per office location, or a central phone number with extensions per location. Filter which location's calls show up in which instance of Intiveo.

Two-way Number Masking
Assign multiple phone numbers to one extension to receive and track inbound calls, and call outbound from multiple phone numbers but appear as one unified patient-facing number.

Restricted Access
Keep sensitive call logs private by excluding or limiting access based on phone number for added security.

Multi-Account Linking
Link multiple phone accounts from different providers to one Intiveo multi-location account, or link the same phone account to multiple Intiveo single-location accounts.

Multi-Location Profile Panel
See all upcoming appointments for a patient regardless of location. Appointments, referrals and tasks will be tagged with the location name, and can be filtered to show only appointments at a specific location. Chart IDs act as an extra unique identifier to map to practice management systems for group practices with a high volume of patients.

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