



Mount Kisco Medical Group, PC

Among medical professionals today, it is well established that the term “high-quality care” includes every touch point in the patient’s experience as well as many processes that go on behind the scenes. Starting more than a decade ago, [Mount Kisco Medical Group, PC \(MKMG\)](#) developed a vision for dramatically enhancing patient care by employing multiple strategies including telecommunications. It chose NEC Unified Solutions to help it migrate to IP telephony and advanced call center functionality making it easier and more convenient for patients and care professionals to communicate. As a result, for some time now, MKMG has held a clear competitive advantage over other practices in its service area.

CHALLENGES

In 1998, MKMG consisted of three buildings—two in Mount Kisco and one in Yorktown, N.Y. Practice leaders were planning to expand into multiple specialties and sub-specialties by acquiring high-quality practices in the local area.

According to Joe Abate, director of MKMG Information Technology, “At that time, we had an expensive, inflexible, high maintenance time division multiplex (TDM) system that would not support our expansion plans. We were in a difficult situation where our supplier did not share our vision; they provided poor service. As a result, we were not able to keep up with system moves, adds and changes. I escalated the issue to my COO who agreed we should approach NEC directly. We needed a partner rather than just a vendor,” he says.

According to Leslie Niles-Tooley, director of Patient Care Services, “MKMG strives to provide the best patient care possible. For us, communications responsiveness is integral to our patient-care process. That is why I believe getting NEC on board was so crucial to our continuous improvement in that area.”

CUSTOMER

- Mount Kisco Medical Group, PC

INDUSTRY

- Healthcare

CHALLENGES

- High total cost of ownership (TCO)
- Poor vendor service
- System management and maintenance

SOLUTION

- Communication vision: NEC UNIVERGE®360
- Communication servers: UNIVERGE SV7000, UNIVERGE NEAX® 2400 IPX, UNIVERGE NEAX 2000 IPS
- Call center applications: NEC CallCenterWorX®-ACD, NEC Global Navigator and NEC QueWorX®
- Cisco infrastructure support: NEC Secure
- Unified messaging: NEAXMail® (migrating to UNIVERGE UM8500)
- Solution planning, design and implementation: NEC Consulting Services

RESULTS

- Dramatically reduced TCO
- Flawless practice expansion
- Enhanced patient care
- Improved patient convenience
- Competitive advantage

SOLUTION

As MKMG expanded, it had NEC install the UNIVERGE NEAX 2000 IPS, UNIVERGE SV7000 and UNIVERGE NEAX 2400 IPX communications servers. It also installed CallCenterWorX ACD with QueWorX, an efficient call center environment, as well as Global Navigator, a sophisticated contact center management information system which has boosted efficiencies even further.

“For nearly a decade, NEC has been the partner we always wanted,” says Joe Abate, “a trusted technology advisor and contributor who has assisted us over the long term to grow and become exactly the practice we envisioned.”

MKMG’s IP telephony and call center applications align well with NEC’s UNIVERGE®360 vision in which the role of individual employees determines the best communication method and technology. Clearly, the role of a nurse is far different from that of an appointment specialist, for example. They have different communication and information needs, as well.

By deploying NEC UNIVERGE IP communications servers and applications, MKMG has been able to address the various roles of its employees, providing everyone efficient, effective access to the people and information they need to excel at their jobs. As MKMG continues to look at the communication needs of its employees and the communities they serve, NEC will be able to flexibly unify its business communications.

RESULTS

MKMG now consists of 15 buildings throughout the Mid-Hudson Valley. By migrating from its outdated TDM telephone system to advanced NEC IP communications and ACD applications, MKMG has streamlined the patient-to-healthcare provider communications process and reduced decision-making latency.

“Having NEC here to guide us and handle our IP communications services has allowed us to quickly integrate new offices and employees,” says Abate. “When a new office joins our group, NEC is integral to our planning. People ask me, ‘When it comes to expansion, what is your best practice?’ and I tell them, ‘Call NEC.’”

Using NEC’s robust UNIVERGE IP telephony solution, MKMG was able to centralize its scheduling process behind the scenes and balance technology while retaining a personal touch. In addition, Abate and his staff appreciate the simplicity of setting up, installing and managing its NEC IP telephony solutions.

Although communications technology benefits may not always be obvious to patients, NEC’s CallCenterWorX call handling is seen by many MKMG employees as a valuable patient-relationship management tool.

For instance, every Monday morning, during cold-and-flu season, five or six pediatric nurses handle the influx of calls that begins at 8:00 a.m. The NEC QueWorX application’s call-back feature allows parents to quickly reserve their place in the call queue and hang up. When a nurse is available, the system automatically returns the call, making efficient use of everyone’s time. This application has received such positive feedback that MKMG is rolling it out to other departments.

“Advanced IP communications is now a core technology for patient-facing business process in modern healthcare. This requires a solution provider with a unique sense and expertise in this special market,” says Lou van de Water, vice president and general manager of east regional sales, NEC Unified Solutions. “NEC enables a sizeable practice spread over 15 locations to communicate effectively and triage patient calls more efficiently than having patients remain tethered to a telephone.”

“Since deploying NEC’s solutions, our ability to respond to patient needs, and more specifically, quickly and efficiently manage and respond to parent inbound calls to our pediatric department has increased tremendously,” says Niles-Tooley.

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ABOUT...

Founded in 1946, MKMG comprises more than 170 physicians including experts in more than 40 specialties and subspecialties. The practice makes it easy for patients to access a broad range of comprehensive services with a highly coordinated approach to patient care. All physicians are board certified, ensuring the quality of care for which MKMG is renowned.

[Read more about NEC's UNIVERGE360.](#)

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