# For CVTSA, Allworx performing above and beyond the call

**allworx**
communications without compromise



Dr. Seth B. Blattman using the Allworx 9112 at the Fairfield location.

*"CVTSA is using just about every feature available to us in the Allworx system, and there are more features than anyone could imagine."*

Dr. Leslie Kutcher, Partner, CVTSA

CONNECTICUT VASCULAR & Thoracic Surgical Associates (CVTSA) is a leading innovator in both patient treatment and in office technology, making it a practice that other area medical practices tend to follow. If other physicians follow CVTSA's latest lead, the traditional physician's Call Service, used to manage incoming calls, may soon be a thing of the past.

Through its main office in Fairfield, Conn. and its satellite in Shelton, Conn., CVTSA's surgeons and medical staff treat ailments of the arteries, veins and lymphatic systems. The practice has provided complete vascular care to area patients since 1976.

CVTSA had been using a 7-year-old PBX phone system and a 20-year-old key PBX system at its main office and satellite office, respectively. While the existing phone systems worked fine, they offered only basic features and required the staff to find an open line before making a call.

Voice over Internet Protocol (VoIP) technology seemed like a good replacement system option. Once the doctors learned about Allworx's solutions, they quickly realized that they could do much more, including replace their call service to handle their numerous after-hours calls.

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**Industry:** Healthcare – Vascular Surgery
**Size:** 20 employees
**Multi-site:** 2 Locations
**SIP Trunks:** 2

### The Challenge

Connecticut Vascular & Thoracic Surgical Associates (CVTSA) had outdated PBX phone systems that didn't allow the two locations to link up seamlessly and were costing too much money in long-distance charges. In addition, the practice wanted to replace their call service and supply local phone numbers to hospitals through a Voice over Internet Protocol (VoIP) system.

### The Solution

- Allworx 6x system (2)
- Allworx 9112 VoIP phones (30)

### The Benefits

- Link two offices
- Replace call service
- Reduce long-distance costs
- Provide other area hospitals and patients with local phone numbers

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ReGenerating Solutions Inc., an authorized Allworx reseller located in Fairfield, connected CVTSA and Allworx. Frank Turechek, president of ReGenerating Solutions, and Amilcar Azevedo, his system analyst, came up with a solution to meet their needs.

"In the beginning, the driving force for a new system was the potential of VoIP," Frank said. "But it didn't take long for CVTSA to recognize just how valuable an Allworx system could be."

In December 2006, the company installed an Allworx 6x server at each of the two locations, along with 30 Allworx 9112 telephones. The two 6x servers are linked via a Virtual Private Network (VPN), enabling a physician or staff member to connect to the other office quickly and seamlessly.

### Eliminating the call service

The greatest benefit for CVTSA is the elimination of its call service. Doctors now utilize the Allworx system's presence-management feature to have these calls redirected.

In the past – as with any other doctor's office – when a patient needing after-hours care tried to reach the on-call doctor, the patient would leave a message with the practice's call service and wait for a call back.

> *"Doctors spend a great deal of money on call services, and we were no exception. Our Allworx VoIP phone system is saving us money by eliminating the need for that service."*
>
> *Dr. Leslie Kutcher, Partner, CVTSA*

Now, with the Allworx phone system, a patient's after-hours call can go directly to the doctor who is on call.

- Either these calls are forwarded directly to the on-call doctor's cell phone, or the doctor receives a text message and/or an e-mail alerting him or her instantly to the call.

- Because the system is easily customizable, each physician can set up the call notification based on his or her individual preferences.

- If an emergency comes up and a doctor needs to switch on-call responsibilities with another physician, the presence setting can be switched to route the calls to another physician.

Allworx's message unification feature allows CVTSA to track and store all after-hours calls. Physicians can either look at the messages or listen to them, since they are automatically saved as WAV audio files.

"Doctors spend a great deal of money on call services, and we were no exception," said Dr. Leslie Kutcher, CVTSA partner. "Clearly, our Allworx VoIP phone system is saving us money by eliminating the need for that service. But it also demonstrates how VoIP technology and Allworx are revolutionizing the way medical practices handle after-hours calls."

### Reducing long-distance charges

Switching to the Allworx solution has also enabled CVTSA to a great extent reduce all of its long-distance charges, both usage charges and monthly charges.

Because it is employing a VoIP system, the practice has been able to nearly
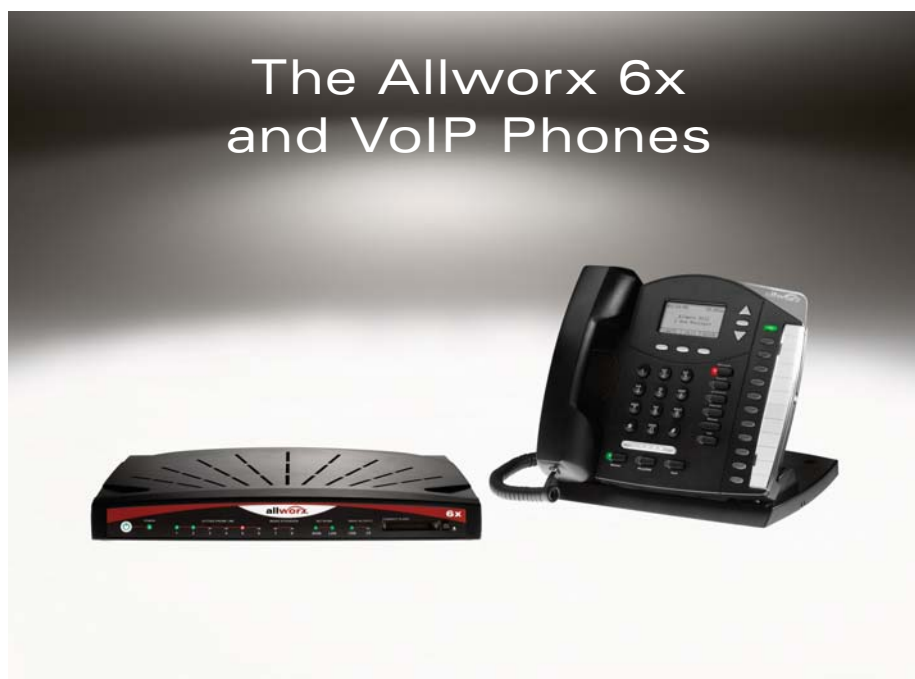
The Allworx 6x and VoIP Phones

Switching to the Allworx solution has also enabled CVTSA to a great extent reduce all of its long-distance charges, both usage charges and monthly charges.

eliminate long-distance charges for outgoing calls from its offices.

Through Allworx's partnership with Bandwidth.com, a communications provider offering business-class VoIP services, CVTSA's system incorporates SIP trunks as a way to communicate by lines over the Internet. These trunks allow CVTSA to provide local telephone numbers to area hospitals and patients not located in the local telephone exchange. As a result, hospital and patient calls that used to be long-distance calls are now local calls.

*"It didn't take long for CVTSA to recognize just how valuable an Allworx system could be."*

*Frank Turechek, President, ReGenerating Solutions*

### A host of benefits

In addition to cost savings and greater connectivity, CVTSA is benefiting from other features as well.

- Along with its main office numbers, CVTSA maintains private phone numbers for the doctors and separate numbers for such functions as billing and scheduling. Allworx's Auto Attendant feature is configured to allow CVTSA to route their calls according to function.

- The system's flexibility enables CVTSA to maintain its Plain Old Telephone System (POTS) lines for local calling and to redirect into the 911 emergency system.

- A Dell PoE switch enabled ReGenerating Solutions to use the Power over Ethernet to connect existing wall phones, such as a phone in the waiting room, into the network without the need for an additional power supply.

- On-hold music ties into the server through an MP3 player.

According to Dr. Kutcher, the Allworx phone system is providing more than what the practice expected. "We are using just about every feature available to us in the Allworx system, and there are more features than anyone could imagine," Dr. Kutcher said. ■

### Company Profile

Connecticut Vascular & Thoracic Surgical Associates (CVTSA) has provided complete vascular care to patients in Connecticut since 1976. Services include non-invasive vascular diagnostic testing in an ICAVL-accredited vascular laboratory, along with minimally invasive diagnostic procedures, dialysis access interventions, placement of ports, catheters and filters, and minimal access venous surgery.

### To learn more, contact:

**CVTSA**

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## Allworx in action

The Allworx system can be configured to meet the needs of any business. Our Authorized Allworx resellers work with you to create a configuration that su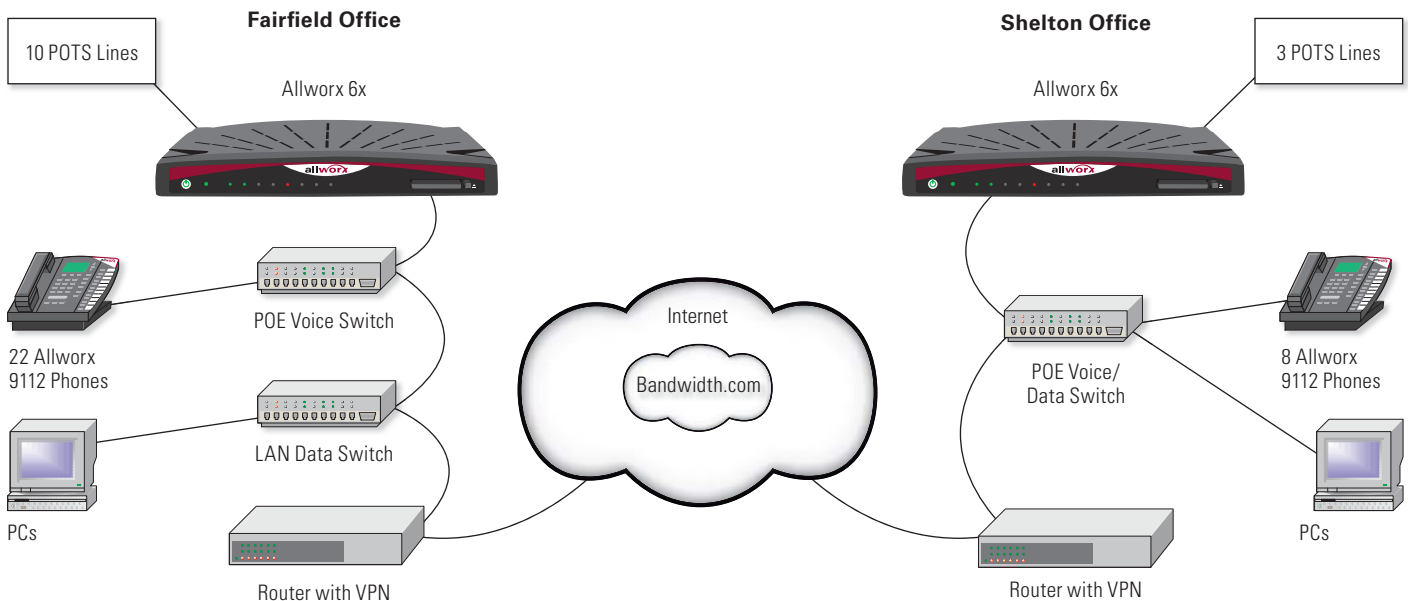its your needs and prepares for business growth. The configuration shown here was designed especially for CVTSA satisfying their current needs and building a solid platform for tomorrow's expansion.

## CVTSA – system components

| Phone system | Network server | Advanced features | Options |
|---|---|---|---|
| ☐ Analog phones* | ☑ Automated backup | ☑ Allworx Call Assistant™ | ☑ Analog station gateways |
| ☑ Auto attendants | ☑ Email server | ☐ Allworx Call Queuing™ | ☑ CO line expansion units |
| ☑ Customer call routing | ☐ Fax support | ☑ Allworx Conference Center™ | ☑ Mirrored disk/ USB |
| ☑ Multi-site calling | ☐ File server | ☐ Allworx Group Calendaring | ☑ Music on hold* |
| ☑ Presence Management | ☐ Firewall SPI security | ☑ Allworx Internet Call Access | ☑ Switches* |
| ☑ PBX & Key phone system | ☑ LAN — PC network router | ☑ Allworx Virtual Private Network | ☐ T1/PRI gateway |
| ☑ Remote users | ☑ MS Outlook Compatibility | | ☑ Uninterruptible power source* |
| ☑ Unified messaging | ☑ Multi-site: 2 locations | | |
| ☑ Voice over Internet | ☑ One Inbox (unified messaging) | | |
| ☑ Voicemail | ☐ WAN/Internet access | | |
| ☑ VoIP phones | ☐ Web server | | * Integrated from previous non-Allworx communication systems. |

## CVTSA – Allworx 6x Configuration



**Fairfield Office**

10 POTS Lines

Allworx 6x

22 Allworx
9112 Phones

POE Voice Switch

LAN Data Switch

PCs

Router with VPN

Internet

Bandwidth.com

**Shelton Office**

3 POTS Lines

Allworx 6x

POE Voice/
Data Switch

8 Allworx
9112 Phones

PCs

Router with VPN

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*ITSP Provider*

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*Installed and supported by an Authorized Allworx Reseller.*

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