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## **NotePage, Inc. White Paper**

**Company Name:** Crest Line Technologies

**Web Address:** Rome, GA

**Industry:** Medical / Health Care

### **Business / Organization Description:**

Health Care Communications Company offering services to medical facilities that enhance Physician and Patient communications. Services include a Nationwide Answering Service; Automated Call Processing; Appointment Confirmation; Dial-in Test Results; Foreign Language Interpretors; and Annual Exam Reminders.

### **How is PageGate Used/Customer Quote:**

Crest Line Technologies provides nationwide answering services (and other services) to Health Care facilities and medical offices. Crest Line uses a customized database application and has integrated PageGate as the "paging engine". Crest Line's database application informs the agent who answers the call of which Physician is on call, protocols at the Department level and Physician level, appropriate Medical contact numbers, and allows patient information to be captured. For situations where Physicians or other medical staff need to be sent a text message, PageGate processes the request seamlessly in the background and delivers to a variety of paging carriers. The integration of PageGate with Crest Line's state-of-the-art database application allows agents to work from a single screen, thereby reducing training time, increasing agent efficiency, and decreasing the opportunity for errors.

*Van Willis*

*Crest Line Technologies*