

Boulder Emotional Wellness

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**Boulder
Emotional
Wellness**
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In an effort to improve client response time, Boulder Emotional Wellness signed up for VoiceNation's NextPBX.

Background

Boulder Emotional Wellness has provided affordable psychotherapy services to individuals, couples, children, and families in Boulder, Colorado since 2008. Boulder Emotional Wellness seeks to promote and maintain the psychological health of the Boulder community and treats every client with sensitivity by providing affirmative therapy that values diversity and respects the individual. The wellness center staffs experienced therapists and interns (third year graduate students) to accommodate the needs of its medical patients.

Business Challenge

Boulder Emotional Wellness knew client response time was of the utmost importance. Prior to using VoiceNation's NextPBX solution, clients were to call a voicemail system in which the therapist had to check periodically to see if a patient had called. This resulted in significant lag time in responsiveness.

In addition, the wellness center recognized the importance of protecting its clinicians. Giving personal cell phone numbers to patients would violate privacy concerns.

VoiceNation provides the flexibility and features that help our staff therapists protect their privacy and respond to clients appropriately. — Andrew Rose

The VoiceNation Complete Solution

Boulder Emotional Wellness chose to implement VoiceNation's NextPBX solution to improve client response time and respect its clinicians' privacy. The NextPBX system has helped fine tune day to day business operations. Boulder Emotional Wellness provides its clinicians with virtual PBX extensions to be used as their contact number. The wellness center asks patients to contact their clinician via the extension given and leave a message to request a call back. VoiceNation's NextPBX system alerts the therapist or intern of the message immediately through customized text and email notifications. "Using VoiceNation, clients do not need our staff's personal cell phone number because VoiceNation sends a text when a message is left," states Andrew Rose, Executive Director of Boulder Emotional Wellness.

VoiceNation's NextPBX system enables clinicians to promptly and effectively communicate with patients within the required time frame to ensure the highest quality of care.

Confidentiality and protection of our therapists and interns area high priorities. -Andrew Rose, Executive Director of Boulder Emotional Wellness

Company: Boulder EmotionalWellness Center

Industry: Medical

VoiceNation Product: NextPBX

Boulder Emotional Wellness Results:

- Improved client response time
- Increase clinician privacy
- Enhanced overall customer experience
- Efficiently track patient requests
- Better manage day to day business operations
- Supplied one number with multiple extensions to accommodate each staff member