🇨🇦   **Contact us** ⌄   **Help Center**   **Download** ⤓   **Login**

dialpad

←   BACK TO CUSTOMER STORIES

How Proliance Surgeons keeps 80+ care centers connected with Dialpad Support

Proliance SURGEONS®
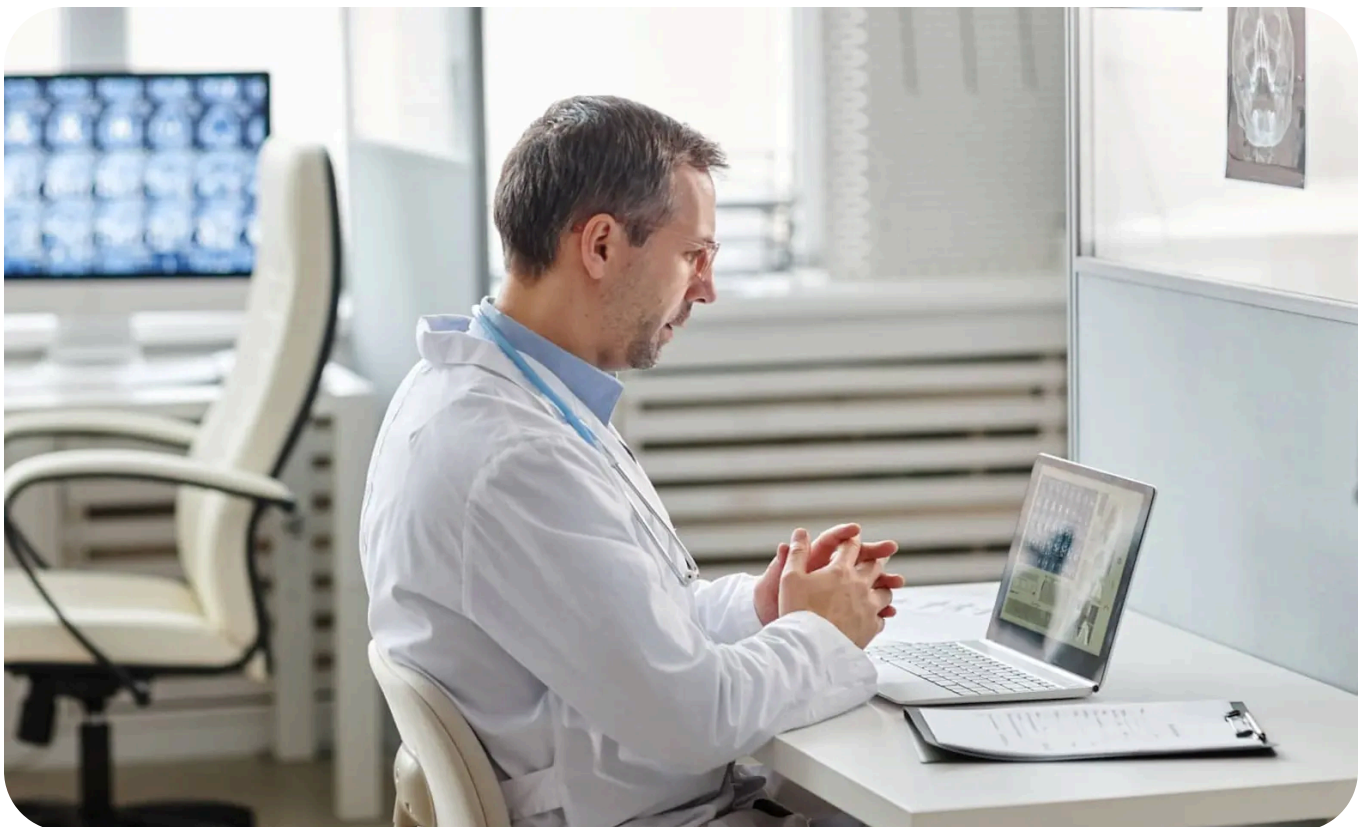
SEGMENT

Enterprise

INDUSTRY

✦dialpad

📞 **Dialpad Connect**

◎ **Dialpad Support**

When you're running one of the largest surgical practices in the country, you've got a lot of care centers to keep connected and a lot of patients to keep connected with physicians.

To do that, you need a good communications platform. While Proliance Surgeons specializes in everything from orthopedics to reconstructive surgery, CIO Curt Kwak had his hands full creating their IT roadmap and keeping over 80 care centers up and running.

With so many care centers spread across just as many locations, Proliance patients would get a very different communications experience depending on which one they called. A big reason for this was that not every care center used the same technology or tools, making it hard to provide a consistent level of quality.

So, Curt looked for a better way to keep physicians, patients, and centers all connected, with high-quality service across locations.

Reducing telecom expenses, enterprise-wide, by over $40,000 annually

Physicians at Proliance Surgeons spend a lot of time collaborating, whether they're sharing key medical information while transferring patients or connecting with a colleague for a consultation. So the last thing they need is to have to switch between multiple apps and devices every time they need to reach out to someone. Because of this, Curt knew they needed a single tool that could be used for all their communications, from anywhere.

That's where Dialpad came in. With Dialpad, Curt and his team got a cloud-based communications platform that they can access from anywhere with an internet connection, on any device. They can make phone calls, message each other, and even have video meetings—all
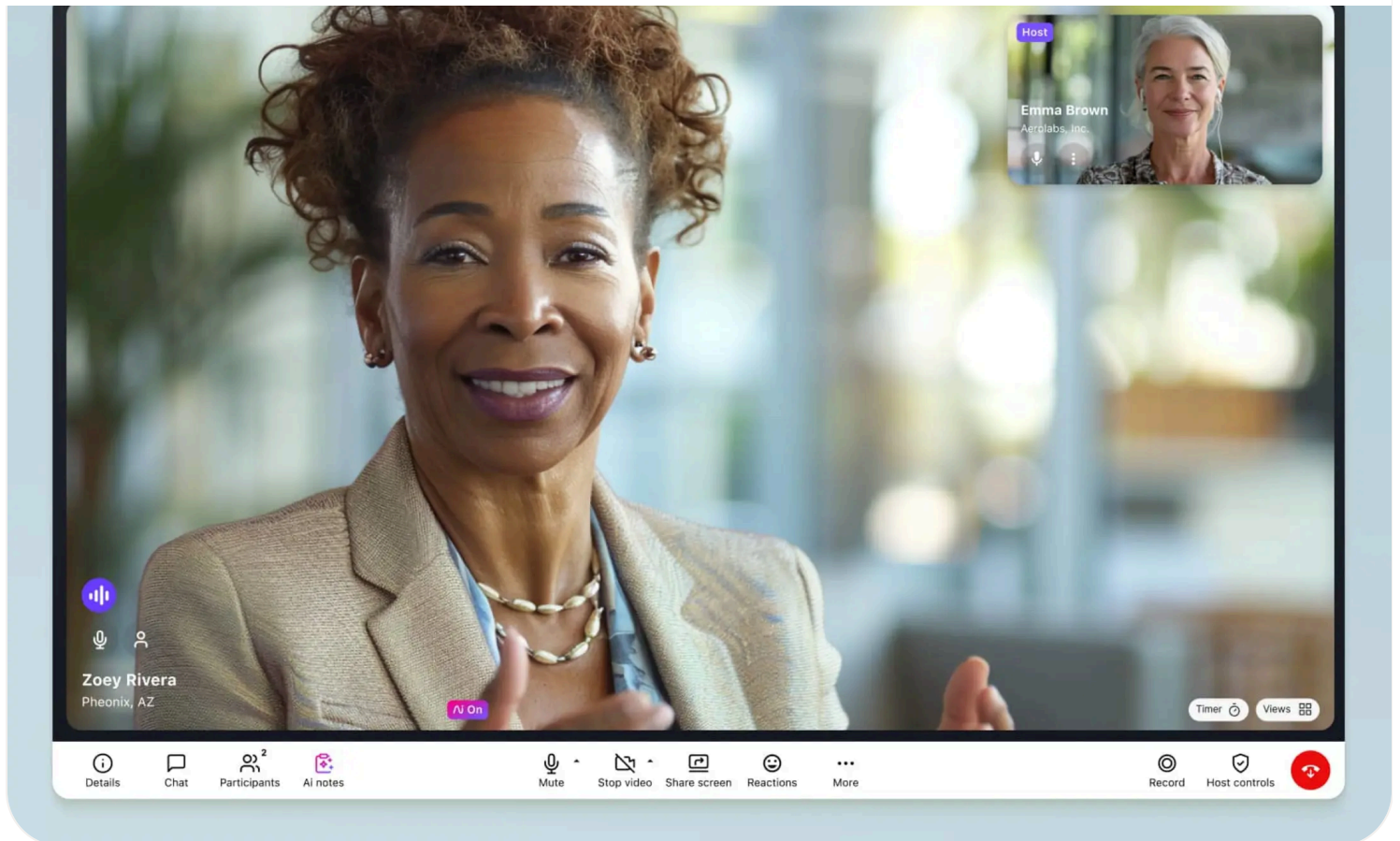
✦**dialpad**

And when they do need to set up a new care center, they can add a contact center team in Dialpad in literally minutes, and that's including adding phone numbers and employees:

"Before Dialpad, we had a variety of technologies, some implemented without any consultation, so we didn't even know what some care centers were working with," Curt reflects. "When we got our first care center on Dialpad, it opened up so many doors—even for simple things like being able to access voicemails remotely or the voicemail transcription services."

"We reduced our telecom expense enterprise-wide by $40,400 per year," says Curt.

Using AI to improve productivity and patient-doctor communication

🍁   ⌄   **Help Center**   **Download** ⤓   **Login**

⬩dialpad

highlight action items, so physicians can go back and check the call transcripts quickly to find all the information they need:
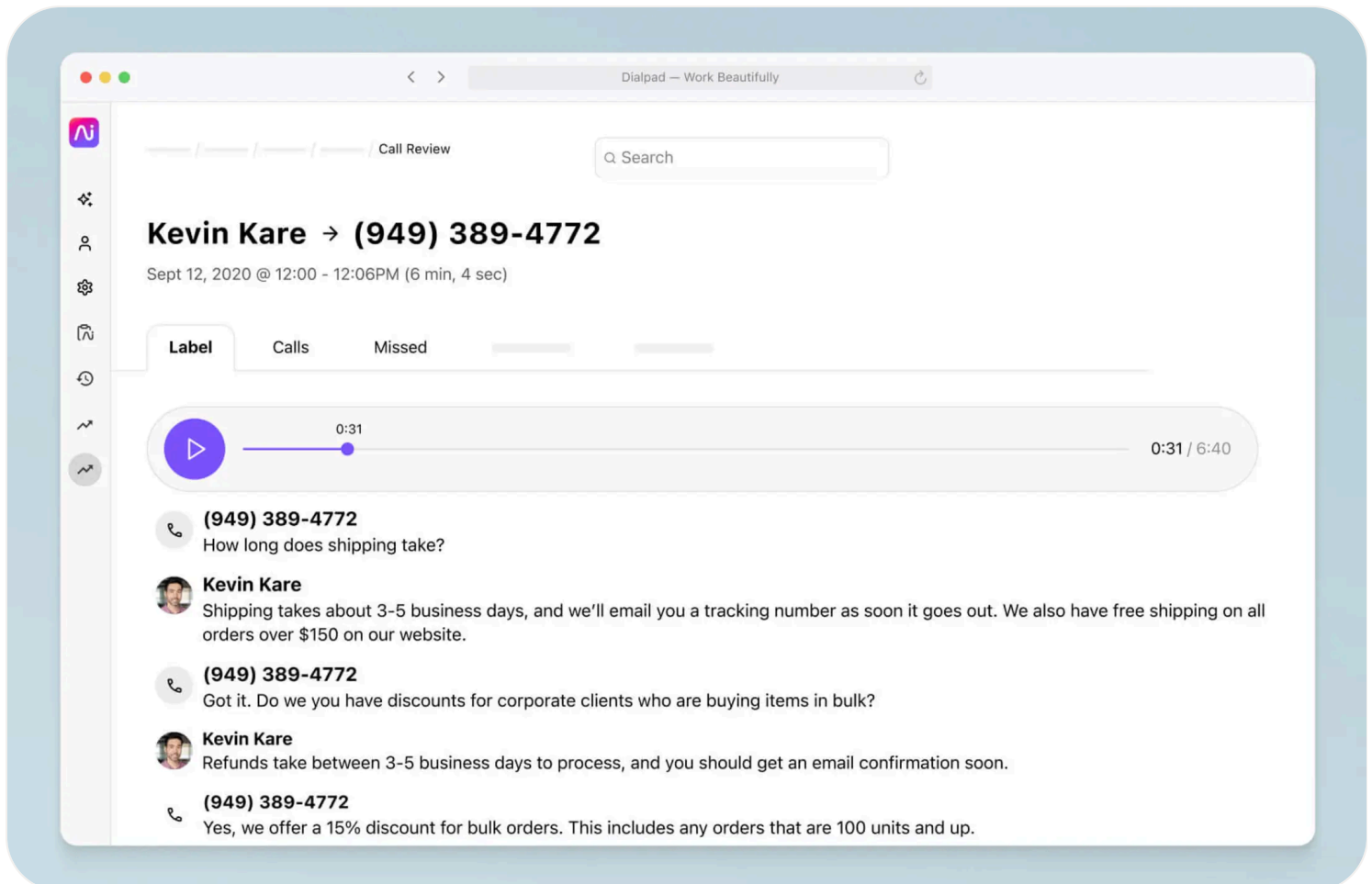

Transcriptions also help physicians coordinate care for their patients. "Information from call transcriptions are shared between physicians, physician assistants, and nurse practitioners," says Curt.

Dialpad Ai doesn't just transcribe calls—it transcribes voicemail messages too, which improves patient-doctor communication and saves Proliance Surgeons' team about four minutes per call. Doctors are often in surgery when patients call. Before, a nurse or medical assistant would need to listen to the entire (sometimes very long) voicemail, while trying to write detailed notes for the doctor.

"Now, they can just look up the transcription in Dialpad and scan it quickly to know how to respond to the patient," says Curt. "This saves us up to 30 minutes a day, just from not having to listen to voicemails."
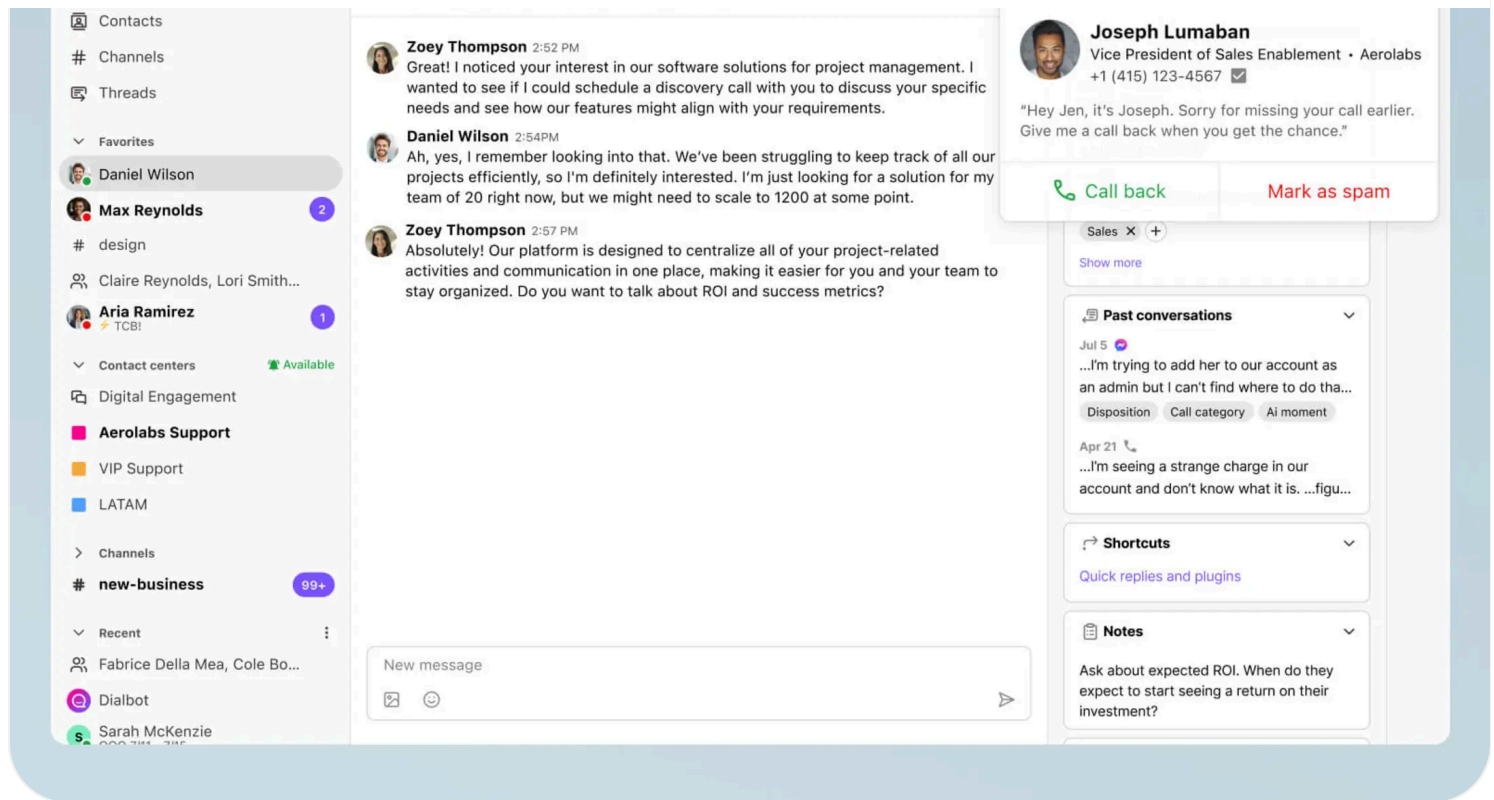
Proliance also uses voicemail transcriptions for error checks, something they could never do before. "Sometimes, we need legal documentation for worst-case scenarios with patients," Curt says. "Voicemail transcriptions are a huge part of these error checks."

These days, even visits to the doctor can be done remotely. For patients in rural areas where technology is limited, getting medical care remotely is a game-changer. "A lot of our patients are in rural areas, where they only have a phone to call us from," says Curt. "Dialpad's voice solution is very important to us in those areas."

A better patient and telemedicine experience

Even though sometimes patients still need to come in physically for surgical consults or diagnosing injuries, Proliance Surgeons' team can use Dialpad for all their appointments that can be done over video calls.

✦dialpad

menus more quickly. "Patients can get to an agent faster and even if our team is busy, and we can call patients back more quickly, because physicians can do that anytime, from anywhere," says Curt. "This has improved their sense of confidence and satisfaction with us."

To improve the patient experience even further, Dialpad Ai can analyze the sentiment of a call in real time, which helps Proliance's team quickly route distressed callers to get help from a subject matter expert right away. "When Dialpad Ai detects a distressed tone from a patient when they call, the call goes to a specialist or counselor who will be better equipped to help the patient," says Curt:

Dialpad Ai not only transcribes calls in real time, it can also analyze the sentiment of calls as they're happening.

Smarter staffing and budget decisions with contact center analytics

Although Proliance's team tried to track their care centers' performance before, they've never been able to measure it in real time. For most of their care center locations, tracking performance is still

🇨🇦   ⌄   **Help Center**   **Download** ⤓   **Login**

✦dialpad

contact centers with and what kind of skill sets they will need moving forward," says Curt. "We're no longer making decisions based on subjective reasons. Care centers can use actual metrics to get their supervisors' support in making staffing and budget decisions."
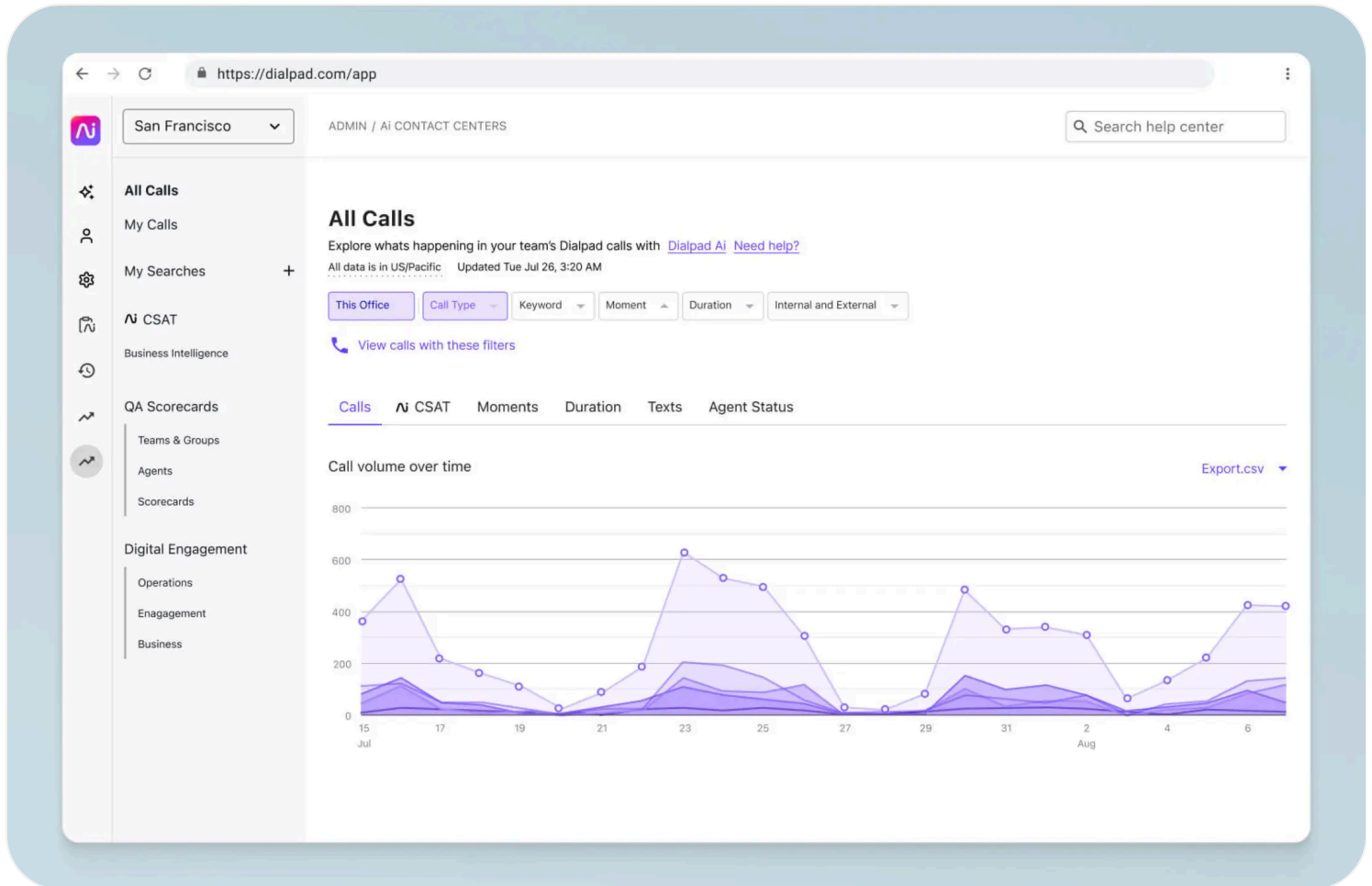
The best part? Care centers can pull their own reports now. "Before, our locations had to call us constantly to ask for reports. Now, they just pull it themselves," says Curt. "This empowers them to analyze and improve their performance."

Staying HIPAA-compliant

With all the medical information that gets passed around, security is of the utmost importance for healthcare organizations like Proliance. Fortunately, Dialpad helps them maintain HIPAA

✦dialpad

uninterrupted," says Curt.

Looking ahead: Bringing AI to all contact centers

Securely connecting 80 care centers isn't an easy task, but Curt and his team at Proliance Surgeons, armed with Dialpad, were up to the challenge. Now Proliance has all their care centers on a single communications platform, saves money each month, and more importantly, can provide an excellent patient experience, no matter where they're working from.

What's next? Proliance is looking to increase Dialpad Ai adoption across all their contact centers, in addition to implementing more integrations with their existing tech stack, like Dialpad + Microsoft Teams. We can't wait to see how they take advantage of more Dialpad features to provide an even better patient experience!

Managing a healthcare practice?

See how you can use Dialpad Support to provide better patient service and uncover more conversational insights. Book a demo, or take a self-guided interactive tour of the app first!

Let's chat   Take a tour ↗

Products

Dialpad Connect

Dialpad Support

Dialpad Sell

✦ dialpad

App Marketplace

Partner Program

Security and Privacy

Trust Center

Pricing

Compare Plans

Business Solutions

CCaaS

Cloud Contact Center

Cloud Phone System

Enterprise Communications

Enterprise Phone System

Inbound Contact Center Software

Outbound Contact Center Software

Phone System

Small Business Phone Service

Video Conferencing

Virtual Contact Center

VoIP Contact Center

VoIP Phone System

Features

Ai CSAT

Ai Live Coach

Ai Sales Coach

Ai Transcription

Ai Voice Call

🇨🇦   ⌄   **Help Center**   **Download** ⤓   **Login**

✦**dialpad**

Contact Center Integrations

Contact Center Sentiment Analysis

Interactive Voice Response

Contact Center Screen Recording

Contact Center Transcription

Local Presence Dialer

Power Dialer

Virtual Phone Number

Voice Transcription

Workforce Management

Business Phone Number

Call Forwarding Service

Resources

Customer Stories

On-demand demos

Events

Resource Library

Analyst Reports

Blog

Devices

Dialpad for Good

Help Center

Dialpad University

Customer Referral Program

Status Dashboard

Do Not Sell My Personal Information

🇨🇦 ⌄   **Help Center**   **Download** ⤓   **Login**

✦ **dialpad**

Careers

Press

Reviews

Contact Us

Terms

Legal

Terms

Privacy Policy

Download Dialpad

Mac & Windows

Android

iOS (iPhone & iPad)

Chrome Extension

SELECT LANGUAGE

English CA ⌄

x

© 2025 DIALPAD, INC.   **(855) 342-5723**