

Complete ownership and ease of use makes TELUS Business Connect® the best choice for Calgary's Pristine Health Clinic



When Clinic Manager, Ade Adewole, was searching for a communications solution for the new Pristine Health Clinic in Calgary, Alberta, she wanted an uncomplicated system that would give her full control. “We want to be able to do things ourselves... manage our phone systems, record our own messages, run our business the way we want to run it.”

Ade consulted with her trusted IT expert who recommended TELUS Business Connect, a cloud-based, all-in-one VoIP phone system that can connect multiple locations, departments and team members. For Ade, TELUS Business Connect was precisely the 21st century solution she wanted for Pristine Health Clinic's modern office environment. “The old telephone system requires running wires through the office. Business Connect is new-age technology that delivers operational versatility. All you need is a computer, and you can do everything yourself - without the need for high-level technical training.”

TELUS Business Connect comes with many advanced features such as one main local number, IVR (Interactive Voice Response), integrated mobile app and more. But it's the flexibility and customization capabilities that Ade appreciates the most.

“I can easily navigate through the portal hub and change anything,” she says. “We record custom messages, and set up clinic hours, configure account and user settings, and assign extension hours - I particularly love this part of it!”

Since Business Connect was installed, Ade has needed technical support only twice. Both times, she reached a live agent who was “very helpful, respectful and courteous.” She was pleased that the agents shared their knowledge rather than simply providing instruction on how to address a problem. “They showed me how to check things on my account, make changes, and resolve the issue myself.”



In July 2017, Pristine Health Clinic decided to open a second clinic. TELUS Business Connect makes it easy to integrate new locations. “We purchased new IP phones, plugged them in, went into the portal hub to configure extensions, and we were done. No hiccups.” The Business Connect solution for the Pristine Health Clinics now includes six users and 15 Cisco IP phones.

The next step is the integration of Business Connect with the clinics' MedAccess EMR, which will help save time on patient recalls, and make getting in touch with doctor's offices, pharmacies and laboratories easy.

What Ade truly appreciates is that TELUS is committed to the Pristine Health Clinic. "We chose TELUS Business Connect because of our expansion mindset. I know that Business Connect will evolve with us as we move forward." She adds, "Beyond that, I can't say enough about the support we have received from TELUS. TELUS feels like another member of our clinic team."

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Ade Adewole, Pristine Health Clinic



Read more on how TELUS Business Connect can streamline your clinic communications.

