

## THE CHALLENGE

### A Wasted First Impression



Dr. Margaret Dixon understands high pressure situations. As a psychotherapist working out of Gardnerville, Nevada, she works with couples and individuals dealing with anger, anxiety, depression and grief.

For individuals seeking mental health help, quick response times are crucial. Trust is foundational for a successful therapist/patient relationship.

**This trust hinges on every interaction — especially that first impression.**

"The #1 complaint of clients everywhere is that therapists do not return calls," Dr. Dixon explained. "I knew my reputation was on the line when calls just weren't getting answered. This is because my office mate would pass on some referrals to me, but it would take a day or so for her to call them and then it would take another day to get back to me. At the time, that was the best scenario."

The APA reports that "Ninety-seven percent of respondents considered access to mental health services important, but only 70 percent feel they have adequate access to mental health care."

By the time a client calls a therapist's office, they have dealt with social stigma, their insurance or lack thereof, and their anxieties and internal troubles. **After all that struggle, to be met with a voice mail is incredibly discouraging.**



## THE SOLUTION

## Excellent Experiences, Every Time

Dr. Dixon needed a solution. "I looked online at other answering services, but the medical training of the virtual receptionist at NexaMedical made all the difference. Medical expertise, price, longevity of company, and customer reviews all contributed to my choice."

NexaMedical has been serving businesses and professionals in multiple industries since 1983. Our team of industry trained virtual receptionists are also HIPAA compliant, which means professionals like Dr. Dixon can rest easy, knowing their patients are in capable hands.



30 Years  
Serving Medical  
Professionals



Specially Trained  
Medical Virtual  
Receptionists



HIPAA  
Compliance

**The level of personalization NexaMedical offers Dr. Dixon's clients was a game changer.** "I was able to add a voice message that I recorded in my own voice to play instead of the hold music during the day and a different one for off business hours. This provides information that the caller seeks such as fax number, availability, website address, to save on the live answering cost."