

“Before UniVoIP the phones would go down and there was no internal transfer system when there was a power outage, which happened often in our suite. With UniVoIP this is not an issue ...”

Jessica Ramirez | Office Manager

## Summary

### Company Name

California Hematology Oncology Medical Group (CHOMG)

### Industry

Medical / Healthcare

### About

Medical office. Founded in 1985.



## About California Hematology Oncology Medical Group

California Hematology Oncology Medical Group (CHOMG) is a dedicated team comprised of board certified specialists in blood disorders and medical oncology with a caring ancillary staff committed to the enhancement of the physical and spiritual well being of patients and their families.

### CHOMG specific needs and challenges

CHOMG lacked phone system functionality much needed. In addition the phones, with previous provider, would constantly go down, and there was no internal transfer system when there was a power outage - which happened often in CHOMG suite at the time. CHOMG was looking for a reliable feature-rich and easy-to-use phone service to replace their old system.

### How did the UniVoIP solution address those needs or solve problems?

With UniVoIP CHMOG employees and administrators can easily move and add users as well as instantly re-route calls as needed via the web-based administration portal. CHMOG also gets unlimited, completely free, technical support and training. If there ever is a power-outage all calls can instantly be -re-routed to external phones and devices such as cell phones and the phone system will never go down. Callers will not notice any difference and all calls can be answered as usual.

“We definitely gained functionality. We are able to log on and transfer and change phone functions which is really appealing and helpful. The system is very user friendly.” says Jessica Ramirez, CHOMG Office Manager.

### Why UniVoIP?

“Upfront and ongoing savings, access, reliability and functionality. We really like the access that you offer” says Jessica Ramirez, CHOMG Office Manager “The support is always available. We get instant access and help anytime we need it.”