

## Virginia Women's Center Selects Keona Health

*Leading VA medical practice to use call automation tool to improve patient care.*

**CHAPEL HILL, NC., (October 8, 2014)** – Keona Health has announced that Virginia Women's Center has selected Keona Health to facilitate patient triage in order to further its mission to provide the best possible care whenever and wherever patients need it.

Keona Health allows patients to call, or to go to the practice's website or patient portal, to ask for health advice. Their health interview is facilitated through an intelligent, automated interview process. Practices quickly respond back to patients with recommendation and education. Patients communicate their concerns in the most efficient way possible, and practices enforce a standard of care across calls while minimizing time and effort.

"We are eager to partner with Keona Health and anticipate that the evidence-based protocols that are unique to the tool will help our practice maintain a high standard of care for every phone call and online nurse interaction," said Kathryn Stout, M.D., OB-GYN and Managing Partner at Virginia Women's Center.

Today, the average U.S. medical practice receives 2,000-3,000 phone calls per year for each medical provider. With each triage call estimated to take 10-15 minutes, a clinic with three medical providers may spend as many as 1,500 hours each year in answering these phone calls. Studies have shown that Keona Health's application allows nurses to spend 43 percent less time on phone calls while still offering efficient triage and accurate diagnoses.

"Keona Health's software tools are aimed at providing relief for what is widely recognized to be one of the biggest challenges in medicine today, patient call support" said Oakkar Oakkar, CEO of Keona Health. "Our approach improves response time, reduces cost, and increases patient and staff satisfaction."

### **About Keona Health**

Keona Health helps healthcare professionals communicate with their patients while relieving the telephone burden. Keona is dedicated to give patients access anytime and anywhere with the trust and convenience they deserve, making care more personal, accurate, and easy. For more information, see <http://www.keonahealth.com> and [Twitter](#).

### **About Virginia Women's Center**

Virginia Women's Center is a full-service women's health care provider specializing in [obstetrics](#), [gynecology](#), [urogynecology](#), [high-risk obstetrics](#), [obstetrical genetic counseling](#), ultrasound, [in-office procedures](#), [mammography](#), [bone health](#), [psychology](#), [nutrition](#) and [clinical research](#). The practice sees patients in five locations in the Richmond area and has additional offices in Kilmarnock and Tappahannock. For more information, visit [www.VirginiaWomensCenter.com](http://www.VirginiaWomensCenter.com), or find us on [Facebook](#), [Pinterest](#) and [Twitter](#).