

Client Testimonial



I was exhausted and seeking relief from my daily practice, not including the on call coverage each night. I contemplated the sleep that TeamHealth Medical Call Center might bring including the quality of life that I so longed for, so I chose to pursue it. The pediatric triage experience has been a lifesaver for me and my practice! I cannot thank the nurses and staff at TeamHealth Medical Call Center enough for the rest I now get.



Dr. Robert L. Quillin, Founder
The Children's Clinic of Clear Lake
Webster, Texas

The Children's Clinic of Clear Lake was established in June of 2004 with the desire to provide the most compassionate, quality care for our pediatric patients. Coming from a practice with five doctors and a decent call schedule, some people including myself were wondering how this was going to turn out. With much sweat and tears, all wrapped up in prayer of course, the doors opened and we were off and running.

In a short period, we were seeing more patients than I ever expected. We had many new babies, toddlers with cold and flu, and our fair share of anxious parents. I was exhausted and seeking relief and that was not including call. Call was so busy at times that I adopted a rule of three. If I received a call after 11pm, I would likely get another call. If the second call came in, I wouldn't go back to sleep, but instead just stay awake for the third call. I honestly don't remember if it was a mailer or a Google that led me to TeamHealth Medical Call Center, but I do remember I was looking for relief.

I contemplated the sleep that TeamHealth might bring including the quality of life that I so longed for. However, being a new practice, I wondered how patients and my pocketbook would feel about the nurse triage. I ran the numbers and bit the bullet. The pediatric triage experience has been a lifesaver! And, I think that the parents liked it so much they got to know some of the nurses by name! At times, I even get to chat with the nurses and remember some of the nice things they'd say to me like ... "Can I call that prescription in for you?"

I cannot thank the nurses and the staff at TeamHealth enough for the rest I get now. If anything, they provide comfort to the parents who call until they can reach me on the cell phone or see me the next day. Even though the practice has grown to two providers seeing 1200+ patients per month (and hope to add a new pediatrician soon), we continue to deliver quality, compassionate care with the help of the wonderful folks at The Team Health Call Center!!

Our clinic has been named by H Texas (H is for Houston) as Top Doc for Kids for four years running, but I haven't made Oprah or Regis yet.

Big plans for the future: get kids through college, travel with my wife, advance research on autism, support medical mission to Venezuela, and when I'm done put it all in a best-seller series. Oh yeah, and see more babies!!

TEAMHealth
MEDICAL CALL CENTER

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