

The first of its kind in Australia, efex Medi Comms is the ideal solution for healthcare providers seeking a comprehensive communication platform to meet the dynamic needs of their clinic with features like call diversion, call recording, HotDoc integration and more.

Simple, flexible & affordable

With a range of mix & match tiers available, efex Medi Comms is purposefully designed to be user-friendly and dependable — keeping you seamlessly connected with both your team and your patients.



efex Medi Comms is built on our five pillar foundation

Security. Located on a secure cloud-hosted system that's data encrypted.

Automatic failover. Back up servers across Australia utilise specially designed algorithms to monitor performance. In the case of an event, your active call switches to an alternative data centre and you won't even notice.

Uptime. Rated to 99.99% which is approved for government & military contractual requirements.

Scalable. Pathways to change or upgrade when your clinic needs to scale.

Call quality. A second to none end-to-end user experience with HD voice quality.

Inclusions		Consult room	On call	Admin	Reception
Standard	Caller ID, Callback number, Missed call notify, Call transfer, Voicemail, Time switch, Busy lamp field, Call diversions	✓	✓	✓	✓
Hunt groups	Distribute calls to a group of users	✓	✓	✓	✓
IVR	Automate interactions with customer self-service	✓	✓	✓	✓
Answer point	Management of IVR, Time of day routing night service, Holiday service	✓	✓	✓	✓
HotDoc integration*	Inbound calls show patient details	✓	✓	✓	✓
Softphone	Make or receive calls via PC. Presence, Contact list, Call handling	✗	✓	✓	✓
Call recording	Record conversations for review or compliance purposes	✗	✓	✓	✓
Microsoft Teams integration	Answer and make calls from within the Microsoft Teams app	✗	✓	✓	✓
Basic call queues	Entrance Messages on hold, Comfort messaging, Call distribution, Priority queuing, Overflow routing policies	✗	✗	✓	✓
Transcriptions & call summaries	Automatically convert calls into written text & summaries	✗	✗	✓	✓
AI voice bot	Triage calls & manage call routing to the right teams	✗	✗	✓	✓
Medical Practice Manager integration*	Inbound calls show patient details	✗	✗	✓	✓
Analytics & insights	Call & user data reporting	✗	✗	✓	✓
Premium call queues	Call & user data reporting Alternate comfort messaging, Bounced & standard routing policies, Night & holiday service, Set & automatic ACD state, Automatic wrap up time, Unavailable codes	✗	✗	✗	✓

*Available on supported platforms