

O₂ customer story

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Professional, sensitive and relevant support helps ill or injured people to recover more quickly.

Health experts from Innovate Healthcare Management Group use Mobile Recording from O₂ to help speed up the approval process and get people access to that support sooner.





“We were immediately really impressed. Mobile Recording from O₂ is a really solid solution. The service overall just fits with us perfectly.”

David Bunce,
InnovateHMG

O₂ customer story

Aligning health, wellbeing and work

Organisations want to support employees who are off sick to return to work as soon as possible, fit and well. To this end, they ask Innovate Healthcare Management Group (InnovateHMG) to assess, diagnose and initiate treatment plans. Clients can be anywhere in the UK, and so InnovateHMG experts work in a highly flexible way and are often on the road.

As well as conducting face-to-face consultations, they're also required to do assessments by telephone, but waiting for written consent to do so used to cause delays that were frustrating for everyone. InnovateHMG knew that recorded verbal consent could solve this issue, but needed to make sure that any solution would need to stand up to rigorous scrutiny and meet certain legal standards. Recordings would also need to be simple to use, store, track and review. The company researched various options but found that most required them to have an office-based line; with InnovateHMG staff based all over the country, this was not an option. They wanted something that would give them end-to-end compliance and mitigate risks to their data, systems and customer information.

InnovateHMG found exactly what it was looking for when it discovered Mobile Recording from O₂. This allows their experts to record and log all telephone conversations and texts, at all times, from anywhere in the country.

“Consent can now be given verbally, which means that we are able to start coordinating and facilitating care and treatment in a timely and effective fashion.”

David Bunce,
InnovateHMG

Everyone's better with Mobile Recording from O₂

InnovateHMG has found that Mobile Recording from O₂ offers many other advantages, too. As well as multiple security certifications (NICE, Verint, Actiance, CAS(T)), recordings also meet the BS1008 regulatory requirement, which means that they are tamper-proof and acceptable as evidence in court in case of any dispute. Practitioners now think of phone calls as being akin to written documents, which supports best practice and integrity.

"Mobile Recording from O₂ drives the professionalism of our calls and the assessments that we make," says David Bunce. "Our experts also know that they have evidence to support the diagnoses and advice they give."

InnovateHMG was also delighted with how easy the service was to use and implement: there are no apps to install, and it works across all devices. "It does it all in the background, and so there is nothing extra that we have to do, we didn't have to change the way we work. It doesn't take any time for our employees to get it working," David Bunce added.


Mobile Recording from O₂ creates an instant, accurate audit trail of all communications. It syncs calls and texts seamlessly and stores them securely to the cloud. "We make an awful lot of telephone calls, and we love that simplicity of being able to easily find the recordings that we need, which offers huge peace of mind," said David.

InnovateHMG is a growing business, and Mobile Recording from O₂ can also support the company as it changes in many other ways. It can help with business audits, HR policies, training and even brand protection, and will grow and expand as their business does providing a seamless, highly customisable solution.

“ Mobile recording from O₂ helps us adhere to data protection. ”

David Bunce,
InnovateHMG





“We’re looking for other digital solutions that O₂ can offer so that we can ensure we’re meeting the needs of our customers and the injured parties that are referred to us.”

David Bunce,
InnovateHMG

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About Innovate Healthcare Management Group

Established in 2011, InnovateHMG is a UK occupational health company dealing with case management, private treatment services and absence management. Its experts are clinical, operational and business personnel who have worked in the rehabilitation and NHS sectors and understand the requirements of the varying market sectors.

They provide a range of bespoke assessment services, including:

- Work-site assessments
- Functional capacity evaluations
- Activities of daily living assessments
- Vocational redirection assessments
- Labour market surveys
- Ergonomic assessments
- Activities of daily work assessments
- Equipment provision & home modifications
- Transferrable skills analysis
- Jobs-seeking programmes

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