



BJACH

"WE PROVIDE THE BEST"

New BJACH Automated Clinic Directory

Bayne-Jones Army Community Hospital (BJACH) implemented a new automated clinic directory telephone system especially designed to get patients connected to a specific health clinic more efficiently.

The phone menu allows patients to be transferred to the most frequently called clinics in the hospital. Patients are encouraged to listen to the entire menu before making their selection when calling BJACH at **337-531-3118**:

- Option 1: Call Center (Appointment Line)
- Option 2: Pharmacy
- Option 3: Radiology
- Option 4: Eye, Ear, Nose, and Throat
- Option 5: Behavioral Health
- Option 6: Laboratory
- Option 7: BJACH Team Member (Front Desk)

The system is designed to improve the patient experience via the telephone by decreasing the number of call transfers. BJACH Medical Laboratory Non-Commissioned Officer (NCO) Sergeant (SGT) Dawn Peterson adds, "At BJACH, we pride ourselves on providing the best. Using this technology will give our patients options to reach us in a fast and hassle-free process."