

Branch-Hillsdale-St. Joseph Community Health Agency

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FOR IMMEDIATE RELEASE

BHSJ CHA Gets New Phone System

Coldwater, MI. The Branch-Hillsdale-St. Joseph Community Health Agency has installed a new phone system in two of its county health department offices and has plans to install the system into the third office by mid-July. The new voice-over-internet system will improve communication between the three offices, as well as provide significant cost savings for the agency. According to Steve Todd, Health Officer of the tri-county health department, “Our new phone system will allow voice mail to follow staff as they travel from office to office, as well as being sent to their agency issued cell phones. All of this should result in the quicker returned calls and better customer service.”

In Branch and Hillsdale Counties, the phone system has already been installed. Mr. Todd adds “Residents will need to listen carefully to the prompts when they call in to our Coldwater and Hillsdale offices, as the menu options have changed. One change that occurred has to do with staff extensions. All staff extensions now start with a ‘0’ and end with the ‘#’ key.” Steve Rutz, Finance and IT Director added, “Because we are now operating on a single integrated system, instead of three stand-alone systems, we have moved Hillsdale County’s staff extensions from the 100 series to the 300 series. To connect with the Hillsdale County staff, simply replace the first ‘1’ digit of their extension with a ‘3’ and then dial the remaining two digits. For example, if the Hillsdale staff extension was previously 112, you will now dial 0312# to reach them. Branch and

St. Joseph County staff extension numbers remain the same, but you will still need to add the '0' at the front and the '#' key at the end."

Community Health Agency staff members are still learning the new system and ask for you to bear with them. Mr. Rutz states "If you get the voicemail of someone that you did not intend to reach, call back and select the spell-by-name-directory. There will soon be an online directory that can be found at www.bhsj.org. Here you will be able to see the extension of any staff member in Coldwater, Hillsdale and Three Rivers."

Mr. Todd adds "We will be implementing this new system in Three Rivers in July. In addition, please be aware that this is one of several technological changes that are scheduled to occur during the next few months. The next change relates to our email, which will migrate to a web-based system. Again, all these changes are expected to improve our customer service and save us money. Through these technological advancements, we are staying true to our mission which is to provide high quality and accessible local public health services with fiscal responsibility."

For further information about these changes or to learn more about the health services we offer, please visit the Branch-Hillsdale-St. Joseph Community Health Agency's web site at: www.bhsj.org or stop in at one of our 3 locations:

Branch County
570 N. Marshall Rd.
Coldwater, MI 49036
(517) 279-9561

Hillsdale County
20 Care Drive
Hillsdale, MI 49242
(517) 437-7395

Three Rivers
1110 Hill St.
Three Rivers, MI 49093
(269) 273-2161

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