

INTRODUCING NUANCE SPEECH ATTENDANT

Externally---- Main Phone Line- 519-326-2373

You will hear the greeting for LDMH

When prompted say the name of the person or department you are trying to reach.

Speech Attendant Do's and Don'ts

- Speak normally and at a regular pace. Exaggerating your pronunciation may hinder voice recognition.
- When asking for a person, say the first name followed by the last name. Do not use first names only.
- No need to wait until the end of the system prompt: you can “barge-in” and interrupt the system to make a request.
- You will get better results using the handset rather than speakerphone.

What if I want to reach a patient's room?

For now:

- Dial “0” for switchboard where an attendant will be glad to direct your call
- Say “switchboard” to be connected directly and an attendant will be glad to direct your call.

In the future:

- Dial the patient room extension directly