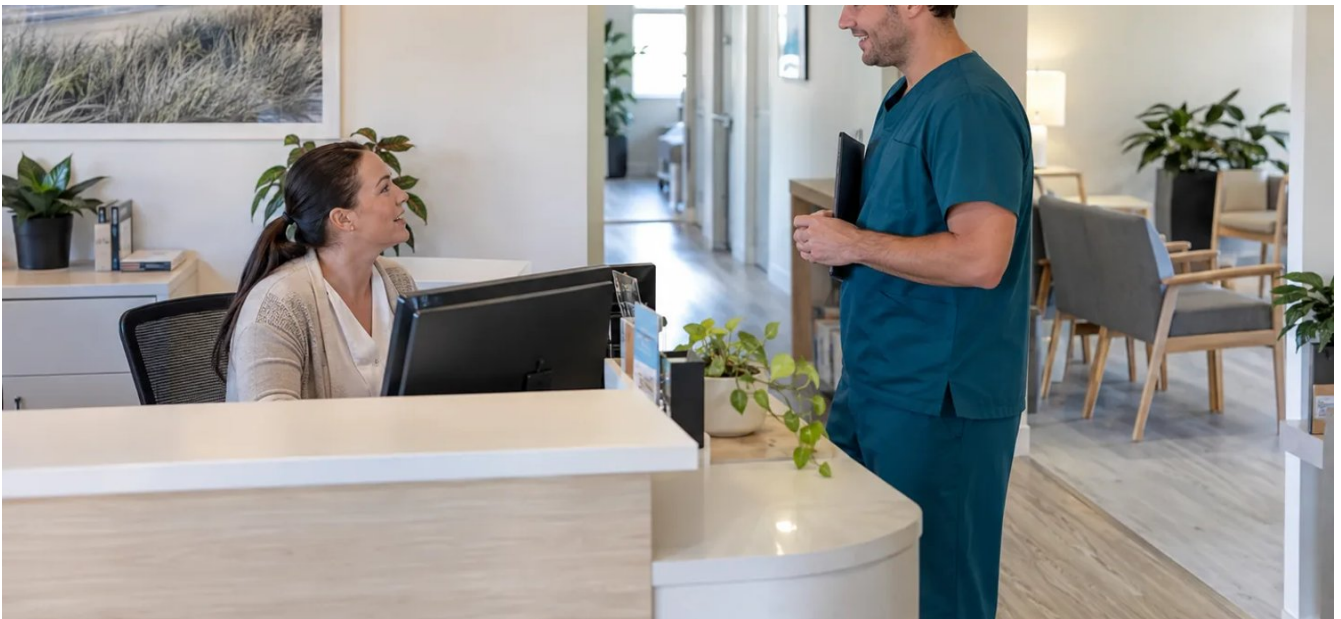


Less time chasing IT. More time for the people waiting.

The phones start before the first appointment. Reception needs the booking system, clinicians need access and patients need a clear response. C9 helps organise the technology that keeps your practice working.



Illustrative imagery. This portfolio describes solution approaches, not a completed customer project.

Medical practices · Allied health · Multi-site care teams

Inside: everyday priorities, C9 capabilities, practical delivery and the next conversation.

THE WORKING DAY

A small IT delay can follow the whole appointment book.

A slow workstation at reception, an inaccessible shared file or an unanswered call creates work for someone already looking after patients. The technology plan needs to start with those hand-offs, including the systems managed by your clinical software provider.

Busy reception, busy phones

Opening-hour calls, booking changes and enquiries compete for the same people. Call routing should reflect staffing and the way your practice handles overflow.

Access for the right people

Practitioners, reception staff and visiting team members need different access. Shared accounts and informal workarounds make responsibility harder to follow.

Changes during a full clinic

Network and device work needs an agreed window, a recovery plan and coordination with the providers your practice depends on.

CAPABILITIES AT WORK

Support the people behind every appointment.

Opening the practice

Reception opens the booking system and incoming calls start to build. Workstation readiness, connectivity and configured call queues support the start of the day together.

During consultations

Practitioners move between rooms and need the systems authorised for their role. Device setup, individual sign-in and network coverage are planned around where care teams actually work.

When the team changes

A locum starts, a staff member leaves or another room opens. Access and equipment changes follow an agreed process, coordinated with the practice's application providers.

Capabilities with a clear operational purpose.

The services, responsibilities and delivery plan are agreed around your environment.

Practice connectivity & Wi-Fi

Review the connection, wireless coverage and backup options around clinical rooms, reception and guest access.

- Map clinical rooms, reception and guest wireless needs.
- Check the connectivity requirements of hosted clinical systems.
- Agree which workflows to validate on a backup connection.

What this contributes: The practice understands how its connection supports appointments and what to do if a service becomes unavailable.

[Explore Practice connectivity & Wi-Fi](#)

Business phone systems

Plan queues, opening-hour messages and overflow routing around your reception team. Agree how urgent enquiries are directed through your existing procedures.

- Review the morning call pattern with reception.
- Configure queues, messages and routing to agreed teams.
- Test opening hours, public-holiday messages and overflow destinations.

What this contributes: Reception has a calling arrangement that reflects its staffing, rather than relying on whoever hears a handset first.

[Explore Business phone systems](#)

Connect the tools to the way people work.

Devices, identity & workplace tools

Prepare staff devices, individual access and onboarding so changes in personnel do not become a collection of unfinished IT tasks.

- Prepare devices against the practice's application requirements.
- Set up individual accounts and role-appropriate access.
- Document onboarding, room moves and staff departures.

What this contributes: Practitioners and administrative staff can start with the tools they need, while access changes remain traceable.

[Explore Devices, identity & workplace tools](#)

Cybersecurity & recovery planning

Review access, device protection and recovery responsibilities. Check what your software providers protect and where additional arrangements are needed.

- Identify the systems and information covered by each provider.
- Review sign-in and device-protection priorities.
- Agree backup ownership, recovery checks and escalation contacts.

What this contributes: The practice can see gaps between supplier responsibilities and make informed decisions about protection and recovery.

[Explore Cybersecurity & recovery planning](#)

Support the people doing the work.

Managed IT support

Document the environment and clarify which issues C9 handles, which need the clinical software vendor and how the two are coordinated.

- Record application vendors and their support boundaries.
- Define how clinical-impacting issues are reported and escalated.
- Coordinate agreed maintenance around appointment windows.

What this contributes: Practice managers have a clearer route through a technical issue, with less time spent finding the right supplier.

[Explore Managed IT support](#)

Reception

Calling and workstation arrangements designed around bookings and patient enquiries.

Practitioners

Agreed access and room technology prepared for their working pattern.

Practice managers

A documented view of suppliers, planned work and unresolved dependencies.

Your application provider

Clear network and device contacts for issues that cross service boundaries.

A PRACTICAL EXAMPLE

A second practice, without starting the IT plan again.

A practice expanding into new rooms needs more than another internet service. Reception calls, practitioner access and the clinical software connection need to be ready together, with staff able to use them before the first appointment.

Illustrative approach, not a completed customer project.

Map

Patient-facing workflows and their technology dependencies, without copying patient records into the project brief.

Coordinate

The fit-out, carrier and clinical application provider against the opening schedule.

Check

Sign-in, calling and agreed application access with the practice team before handover.

FROM PLAN TO HANDOVER

Bring the details together.

01 / Understand the practice day

Identify the rooms, users, systems and busy periods that shape the work.

02 / Agree access and ownership

Confirm service boundaries, vendor contacts and responsibilities for information and recovery.

03 / Schedule the change

Stage equipment and plan installation around appointments and provider availability.

04 / Validate with the team

Check everyday tasks and document support contacts, access arrangements and follow-up actions.

KEEPING WORK MOVING

Plan for the interruption. Not just the installation.

A smooth working day depends on preparation, clear responsibilities and a usable response when something goes wrong.

Plan for the appointment book

Identify the impact of a change before choosing the work window. Agree recovery steps and who decides whether to proceed.

Respect system boundaries

Confirm where clinical information is stored and which provider owns each recovery task. Do not assume a cloud application includes every backup requirement.

Validate ordinary tasks

Check the agreed sign-in, calling and application workflows with authorised practice staff after changes.

BEYOND HANDOVER

Keep checking the things that matter.

Agree what to review against your starting position and service scope. Useful measures should reflect the work your team is trying to do.

- Repeated reception or room-device interruptions
- Unresolved access requests and staff departures
- Status of agreed recovery checks
- Supplier hand-offs that delay issue resolution

Review findings can inform the next change, a supplier conversation or a decision to leave a working system alone.

BEFORE YOU DECIDE

A few useful answers.

Will C9 replace our clinical software?

That is not the starting point. We assess the devices, connectivity and access around your existing system and coordinate with its provider where needed.

Does an IT upgrade make us compliant?

Technology is only one part of your responsibilities. The agreed work should support your practice policies and advice from the people responsible for privacy, governance and clinical operations.

YOUR NEXT STEP

Start with what slows your practice down.

Tell us about your locations, clinical systems and the interruptions your team keeps working around. We can help define the next step.

Bring these details to the conversation

- Your locations, people and current technology providers.
- The interruptions or changes that prompted the review.
- Any planned openings, renewals or deadlines.

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