

Rocky Mount Family Medical Center has been a customer of Wallace Telecommunications for approximately fifteen years. I have had the pleasure of working with Wallace for 11 of those years, and the best way to describe Wallace is to say that they are my “GO TO”.

As a medical practice, our ability to communicate with our patients is vital. Our telephone system being down is the difference for a mother who has been up all night with a sick child finding comfort; it’s the difference for an elderly patient knowing which medication to take; it’s sometimes the difference between life and death. For that very reason, Rocky Mount Family Medical Center requires a support company that we can depend on at the last minute, and that is certainly Wallace Telecommunications.

Trust in a vendor is one of the most important aspects of doing business with our practice. Wallace Telecommunications is one of those rare companies that still treats you like a person and not like an account number. Even though Wallace has accounts much larger than ours, they recognize my voice when I call, they are on call 24 hours a day/7 days a week, and they treat you like you are the only account they have at that moment.

When we changed telephone carriers a few years ago, the first thing I did was ask Wallace Telecommunications for their input. It was a stipulation of the agreement with the new carrier that could work efficiently with Wallace Telecommunications. Wallace was on sight during the entire move to ensure that Rocky Mount Family Medical Center was receiving the best service possible. In fact, I will not allow any other company to work on any part of our communications system without Wallace’s oversight.

When we are in need, I instantly feel better as soon as I talk with someone from Wallace because their answer is always, “we’re on it.” This past year, we changed our entire phone system – no small task for a practice as busy as ours. Wallace was with us every step of the way. I only needed to call or send a text, and I received an immediate response. Wallace understands the needs of our practice and our patients, and they never take either for granted.

I highly recommend Wallace Telecommunications. They are responsive, friendly and trustworthy – rare finds in today’s world.

Amanda Bell, Manager
Rocky Mount Family Medical Center