

Welcome to MSI Connect

Inaugural Edition | June 2026

Welcome to the inaugural edition of **MSI Connect** — our new customer newsletter designed to keep you informed, connected, and up to date with everything happening at MSI Call Center.

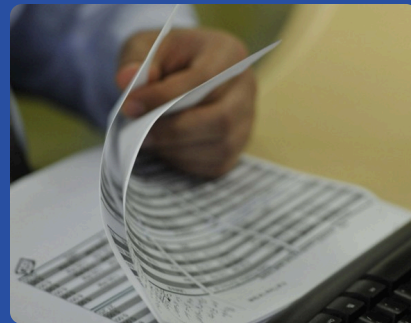
Through MSI Connect, we'll share company updates, operational reminders, helpful communication tips, industry insights, and best practices to help ensure your answering service experience remains seamless and effective.

Most importantly, we want this to be a two-way conversation. Your feedback plays an essential role in helping us improve and continue delivering the high level of service you expect from our team. We welcome your suggestions, comments, and ideas at any time.

Thank you for trusting MSI Call Center as your communications partner. We appreciate the opportunity to support your organization every day.

Warm regards,
The MSI Call Center Team

Keep Us Updated



To ensure we continue handling your calls accurately and efficiently, please remember to notify us whenever there are updates to your organization's information or procedures.

Important Updates to Share with MSI:

- Office address or location changes
- Staff additions or departures
- Changes to on-call schedules or escalation contacts
- New providers or staff
- Holiday hours or office closures
- Weather-related delays or emergency closings
- Changes to answering instructions or call protocols

Even small updates can make a significant difference in how quickly and accurately we manage your calls. Keeping your account information current helps us provide the highest level of service to your patients, customers, and staff.

Your Privacy Is Our Priority



At MSI Call Center, protecting confidential information is fundamental to everything we do.

We are proud to maintain **100% HIPAA-compliant operations** and follow strict protocols designed to safeguard sensitive information and communications at every level of our organization.

Our Commitment Includes:

- Secure handling of protected health information (PHI)
- Strict confidentiality and privacy standards
- Ongoing monitoring and operational safeguards
- Annual HIPAA certification and assessments for all staff members
- Continuous training to ensure compliance with the latest regulations and best practices

Our clients trust us with highly sensitive communication every day, and we take that responsibility seriously. Maintaining security, privacy, and professionalism remains one of our highest priorities.

Meet Your Team



Behind every call is a dedicated team of highly trained professionals committed to representing your organization with professionalism, empathy, and accuracy.

MSI Call Center is proud to be recognized as:

- **Mass General Brigham's preferred answering service vendor**
- Recipient of the **2025 ATSI Award of Excellence** for outstanding quality service

These recognitions reflect our continued commitment to operational excellence and exceptional customer care. Our team works around the clock to ensure every caller receives the attention and support they deserve.

We'd Love Your Feedback



Your input helps us grow and improve.

If you have suggestions, feedback, or ideas on how we can better serve your organization, we encourage you to reach out to us.

MSI Call Center | 375 Longwood Ave Boston, MA | Phone: 617-632-2349

Feedback

Thank you for being part of the MSI family. We look forward to continuing to serve you.

Know a Business That Needs Better Coverage?



Refer a Business. Receive \$250.

If you know a medical practice or business that could benefit from professional call coverage, refer them to MSI Call Center. When they sign up for services, you'll receive a **\$250 referral bonus** as our thank-you.

Your recommendation means everything to us.

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