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For Immediate Release

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Catholic Health Launches New Online Chat Feature

First Local Health System to Introduce Web Chat; Connect With A Live Representative

Getting connected to healthcare providers and services when you need them is critical for staying healthy or better managing an existing health condition. Now, more than ever before, people are going online to look for a doctor or research their specific healthcare needs. To help connect website users to the information they're looking for as quickly and easily as possible, Catholic Health is the first local health system to launch a new web chat feature that connects visitors to a live representative.

With this new feature, when people visit chsbuffalo.org and click on the “Providers” or “Locations” tab, a chat bubble will appear on the lower right side of the page, enabling them to connect directly with a HealthConnection representative. Located at its downtown headquarters, HealthConnection is Catholic Health’s community call center. HealthConnection representatives can help website visitors find physicians, by specialty and location, who are accepting new patients; and even help them register for Catholic Health-hosted events.

“People frequently visit our website to find a doctor or confirm a location, but often have additional questions. With our chat feature, they can get the information they need quickly from our specially-trained representatives,” said Barb McManus, Vice President of Marketing for Catholic Health. “This is another way for us to provide personalized service and enhance the patient experience.”

In 2019, Catholic Health had over 750,000 visits to the “Providers” and “Locations” sections on its website.

HealthConnection representatives are available to chat in real-time, Monday through Friday, from 8am-5pm. During off hours, visitors can leave a chat email message that will be answered the next business day. The feature is mobile-friendly and can be used on all Android, iPhone, and tablet devices, in addition to standard computers and laptops. People who are looking for a physician or have questions about Catholic Health programs and services can also call HealthConnection directly at 716-447-6205.

For more information, visit chsbuffalo.org.

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