

Robocall Mitigation Program

Vital Interaction

Company Background

Vital Interaction is a healthcare technology company that integrates healthcare data, business intelligence and workflow automation to make healthcare practices more profitable, doctors' & practice teams' lives easier, and help providers build lasting relationships with their patients. For over a decade, Vital Interaction has been helping medical practices increase their revenue with smart automation solutions that effectively engage with their patients and focus on patient care. As part of our offerings, we deliver provider-record voicemails to patient telephone numbers.

STIR/SHAKEN Implementation

Vital Interaction has fully implemented STIR/SHAKEN.

Robocall Prevention

Vital Interaction takes the following steps in preventing robocalls:

- Vital Interaction will promptly investigate and mitigate illegal robocall traffic that is brought to its attention through measures such as internal monitoring and tracebacks.
- Vital Interaction will monitor its network to identify any patterns that may indicate that illegal robocalls could be taking place and will immediately remedy any such situations.

Traceback

Vital Interaction is committed to responding fully and within 24 hours to all traceback requests from the Federal Communications Commission ("FCC"), law enforcement, and the industry traceback consortium. Vital Interaction is also committed to cooperating with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls.