

How we work together: A restaurant analogy

The Integra team works together to deliver the best experience possible — just like the staff in a fine dining restaurant. Whether you know exactly what you want or need a little input from an expert, we're here to help.



The Sommelier

When you want to try something new, but aren't sure if it's the right fit...

You need: The Sommelier

- Gives you unique insights
- Consults when you are concerned that you're not choosing the right menu item
- Helps "pair" to your specific requirements
- Eliminates the risk of trying something new

Erica

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Richard

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The Managers

When you've had a service difficulty, something isn't quite right, or you just need to ensure your experience is to your liking...

You need: The Manager

- Responds to any issues or complaints and takes your feedback to share with the team
- Checks in with you, but not on every visit
- Will always be available to speak to you
- Surveys you from time to time

Intake

Saima@integraconnects.com

Reports

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Accounting

Susan@integraconnects.com



The Servers

Intake coordinators

When you know what you want, have no questions about the menu, and feel comfortable with your order...

You need: The Server

- Takes your order (i.e. your referral)
- Is consistent, timely, and available
- Becomes your main point of contact

West

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Ontario

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Atlantic

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The Kitchen Staff

Customer service

When you need something quickly... You need the takeout menu!

You need: The Kitchen Staff

- Quietly coordinates every detail behind the scenes
- Will prep, organize, package, and deliver what's needed — fast

Report Status Questions

reports@integraconnects.com

Medical Documents

medicalrecords@integraconnects.com

Accounting Questions

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