

Type

Physician Group

Region

Western

Size

- 5 locations
- 25+ physicians
- 14 specialties
- Serving a patient population of over 80k

The Challenge

A western physician group was looking for solutions to improve the access and scheduling experience for patients without increasing FTE. Budget for call center staffing was exhausted at current levels but the existing call center was struggling to meet growing patient demand. As a consequence, service levels were suffering.

The Discovery

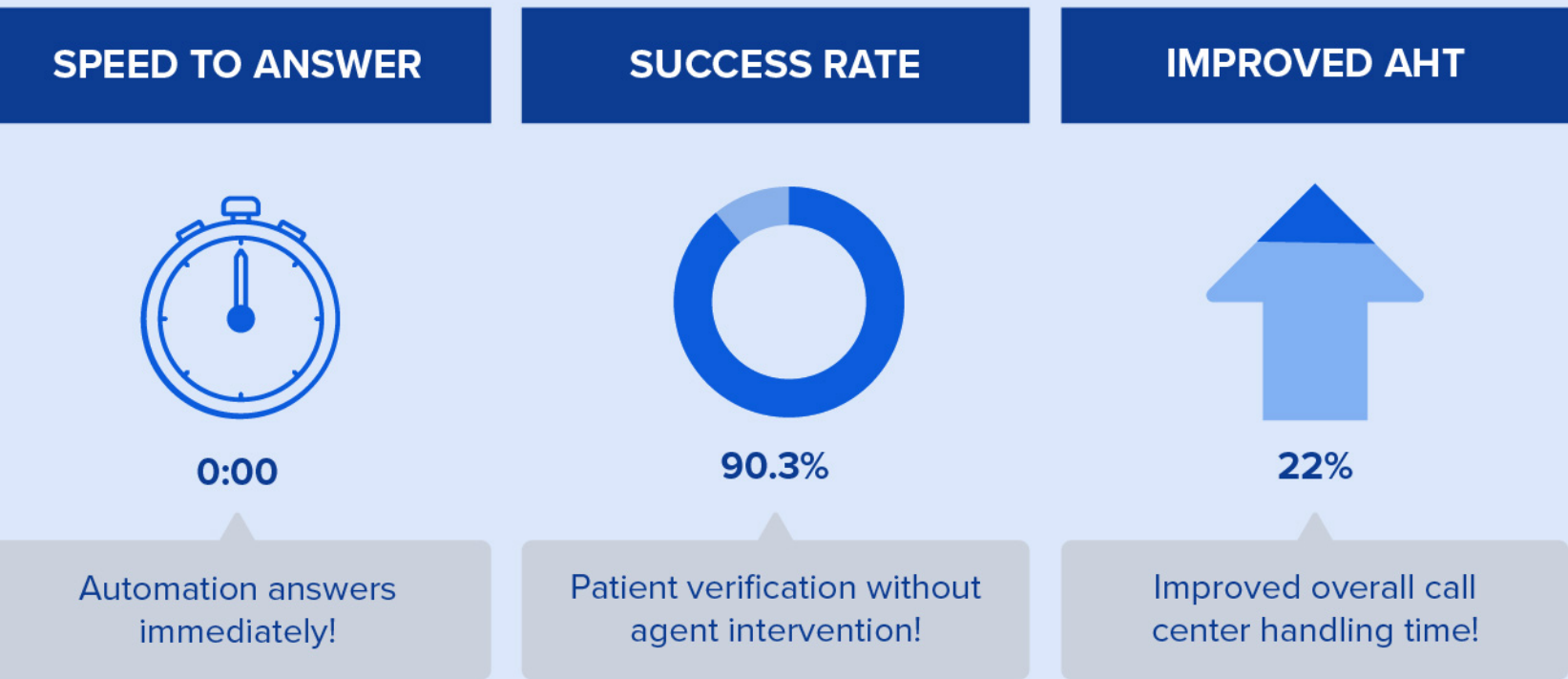
The initial discovery revealed a simple issue of scale; the number of agents available was not keeping pace with the organizations patient growth. The newly increased call volumes created service difficulties during peak hours, impacting the patient experience through suffering performance metrics such as speed to answer and wait times. Further investigation of access processes revealed opportunities for automation for a variety of agent-led tasks.

The Solution

Working with the client to develop a step-wise solution, Access Healthcare applied a customized technology build to the front end of their patient access journey. The solution utilized conversational AI within the existing phone tree to automate the patient verification process. The new system immediately answered patient calls, and walked them through verification before routing them to the appropriate agent.

The Results

Results 90 days post implementation



Work Smarter, Not Harder

Financial pressures often lead to operational inefficiencies and make it difficult to attract and retain talent, creating a cycle that hampers progress. The answer, however, isn't to overburden your staff with additional responsibilities but to find creative solutions that allow your organization to cut corners-without compromising quality or care. Leveraging innovative technologies can streamline processes and ease the load on your workforce. By partnering with an engagement expert like Access Healthcare, your organization can achieve strategic improvements that balance the needs of your people with the power of modern technology. Whether it's filling service gaps or optimizing operations, Access Healthcare can help you implement the tools and strategies necessary to meet your goals and stay competitive in a rapidly evolving marketplace.



The Access Healthcare approach includes an in-depth discovery process that studies the physicians and processes unique to your organization to develop a fully customized engagement solution.