

Type

Non-profit

Region

South Central

Size

- 13 locations
- 80+ physicians
- 16 specialties
- Serving a patient population of over 25 million

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The Challenge

A large southern non-profit organization was facing rising dissatisfaction with long handling times in their patient access center. Under increasing pressure to improve call center performance and enhance the overall patient experience, they began looking for solutions to boost key metrics like average handling time and first-call resolution rates. However, they were determined to make these improvements without increasing their fulltime employee (FTE) count, as managing operational costs was a top priority. This led them to explore alternative strategies that would streamline processes while maintaining, or even improving, service quality.

The Discovery

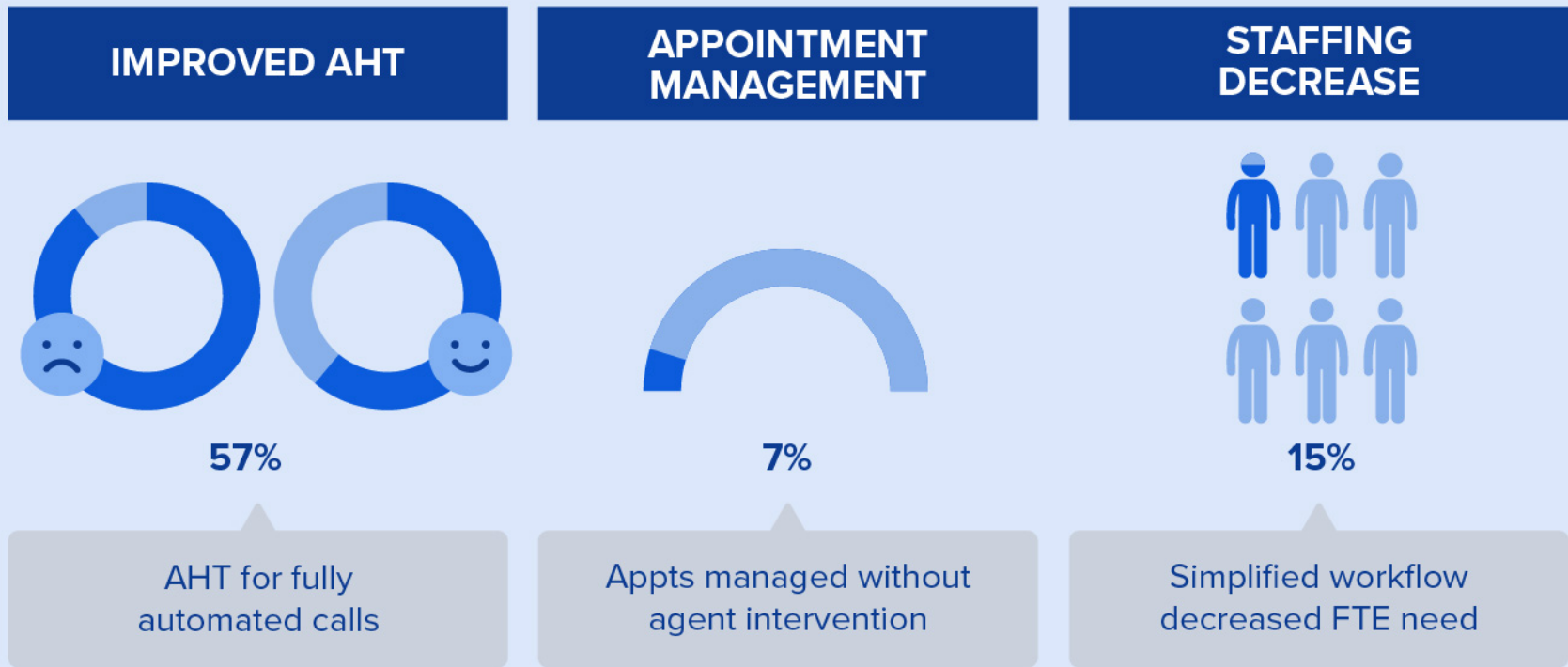
The initial assessment revealed a straightforward issue with capacity: the organization's number of agents had not increased in line with its growing patient base. This mismatch led to a surge in call volume during peak hours, causing service challenges such as slower response times and longer wait times, which negatively affected the patient experience. A closer look at the access center operations highlighted several opportunities for automation, especially for tasks that were traditionally handled by agents.

The Solution

In collaboration with the client, a customized phased solution was developed by integrating a tailored technology build into the early stages of the patient access process. This solution utilized conversational AI within the existing phone system to automate patient verification and manage lowtouch calls. The new system efficiently handled incoming calls, guiding patients through verification and addressing general FAQs and appointment management, all without requiring agent involvement.

The Results

Results 90 days post implementation



Enhance Efficiency, Empower Agents

Financial pressures often lead to operational inefficiencies and make it harder to attract and retain top talent, creating a cycle that hinders growth. The answer isn't to burden your agents with more tasks, but to implement innovative strategies that allow them to focus on what they do best-managing higher-touch, complex interactions. By leveraging advanced technologies, routine processes can be automated, freeing up your team from repetitive tasks. Partnering with an engagement expert like Access Healthcare enables your organization to streamline operations while keeping your agents available for the patient interactions that truly need a human touch. Access Healthcare's approach helps you close service gaps, enhance performance, and ensure long-term success, all while keeping your people at the heart of your strategy.



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.