

Inbound Call Center Partnership Drives \$2.3M Savings, Elevates Patient Experience

A patient-centered, not-for-profit healthcare provider serving over 80,000 patients annually faced significant challenges in staffing and retention for its inbound appointment scheduling.

By partnering with Outsource Consultants (OC), they rapidly achieved \$754K in first-year savings and enhanced operational efficiency.



27%

Savings



33

Seats



3

Engagement
(Years)



\$754K

First Year
Cost Reduction



\$2.3M

Total
Savings

Reducing Turnover and Enhancing Patient Scheduling Efficiency

This not-for-profit healthcare provider, known for accessible premium care in medical, dental, vision, and mental health services, **struggled with internal staffing and agent turnover** in their inbound scheduling call center.

The high turnover severely impacted patient service quality, with a 10% abandonment rate on incoming calls. Seeking robust and reliable operational support, the provider partnered with OC to manage their inbound appointment scheduling with an initial pilot of 15 agents scaling rapidly to 33 seats.

Using OC's proven outsourcing model and healthcare expertise, the partner **reduced scheduling errors below 2%** in just 120 days, with rates trending even lower within first six months. **Call abandonment dropped from 10% to under 5% in 90 days**, far surpassing internal benchmarks. The partnership delivered **\$2.3M in savings**, highlighting OC's value in operational impact.

<2%
errors in
120 days

50%
fewer abandoned
abandonments in
90 days

We **Demolish**
CX Roadblocks

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