

Non-Profit Pediatric Provider Saves 22% on Appointment Scheduling, Elevates Efficiency and Accuracy

A leading pediatric provider faced operational strain due to agent attrition and poor process adherence with their previous call center provider.

Outsource Consultants (OC) delivered immediate savings and measurable process improvements, significantly enhancing patient scheduling accuracy and call efficiency.



22%

Savings



7

Seats



3

Engagement
(Years)



\$291K

First Year
Cost Reduction



\$872K

Total
Savings

Strategic Partnership Transforms Scheduling Efficiency

Our client, a respected non-profit provider committed to accessible care, struggled with an outsourced call center partner whose operational inconsistencies required constant oversight. High attrition and inadequate process compliance drove management to allocate 40% of their weekly efforts to vendor oversight, draining resources and productivity.

OC addressed these pain points swiftly by leveraging a nearshore call center with extensive healthcare and HIPAA-compliant experience. Strategic actions included:

- Rigorous hiring practices to identify top talent
- Screened for proven healthcare schedulers
- Required fluency in English and Spanish
- Matched agent language skills to patient demographics

Through targeted training and precise KPI management, OC **reduced the average call handle time by 25 seconds** within just 120 days, meeting the client's goal of sub-5-minute calls. Moreover, scheduling accuracy soared, consistently maintaining a 97% rate.

97%
scheduling
accuracy

25
secs
call time
reduction

We **Demolish**
CX Roadblocks

888.766.4482

www.outsource-consultants.com