

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



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