

Dermatology Leader Achieves 50% Cost Reduction and Exceptional Quality Standards

A major dermatological healthcare management provider, struggling with agent quality and absenteeism, partnered with Outsource Consultants (OC) to revitalize their inbound patient scheduling operation.

Within the first year, OC achieved a dramatic 50% reduction in operational costs, saving the client \$379K.



50%

Savings



65

Seats



2

Engagement (Years)



\$379K

First Year Cost Reduction



\$758K

Total Savings

Delivering a Transformation in Patient Scheduling Operations

Our client, a dermatology group with 60+ clinics, struggled with its offshore customer-care center: weak English, rushed training, and high absenteeism drove patient frustration and soaring escalations, choking scalability and efficiency.

OC intervened, shifting support to a vetted nearshore partner known for clinical scheduling. A rigorous three-week training program (up from nine days) plus tight QA meant new agents hit benchmarks in 30 days, boosting interactions and cutting escalations.

Results followed fast: by month four, agent occupancy topped 70% and stayed there; every new agent cleared strict QA goals within two months.

OC's playbook trimmed costs while delivering a scalable, reliable scheduling operation—setting the client up for sustained growth and smoother patient experiences.

<4
months to surpass occupancy goal

<30
days for new agents to hit quality standards

We **Demolish**
CX Roadblocks

888.766.4482

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