

# \$2.05M Revenue Gain After Turning Missed Calls into Booked Visits

A multi-site orthopedic provider lacked staffing to answer scheduling calls, driving high abandonment and missed bookings.

Outsource Consultants (OC) advised on an outsourced appointment scheduling team and performance cadence, lifting access and delivering \$2.05M in total incremental revenue.



51K

Appointments Booked (Q4)



105

Seats



12

Engagement (Months)



\$2.05M

Total Incremental Revenue

## Turning access into booked visits and real revenue

With demand rising, this orthopedic care group could not staff fast enough to keep up with scheduling calls.

**High call abandonment and inconsistent coverage meant fewer appointments booked** and revenue left on the table. OC implemented an outsourced appointment scheduling model built to stabilize coverage, improve answering performance, and protect the patient experience.

The turnaround was measurable: **calls answered increased from 77% to 96%**, and **appointments scheduled rose 34%**, from 38,379 appointments scheduled in Q1 to 51,430 in Q4, as calls were answered quickly and expertly.

That operational lift translated into **\$2.05M in total incremental revenue** that would have been missed without improving customer service operations.

96%

call answer rate, up from 77%

34%

increase in booked appointments