

Overview

The client is a globally recognized multi-specialty healthcare provider known for pioneering advancements in medical procedures and clinical excellence. With a group of 33 hospitals spread across 17 locations, they deliver exceptional patient experiences supported by 24/7 service excellence. They wanted to optimize their patient service operations, boost revenue and gain exceptional query handling capabilities.



Objective

Transform service delivery to enhance patient satisfaction, streamline operational performance, and retain customer trust and loyalty

Business Challenges

Amidst increasing technology adaption in patient experience, our client struggled with exceeding patient expectations. They identified the necessity of creating a seamless experience by refining critical touchpoints across the patient journey. Their primary challenges were:

- **Patient Satisfaction Gaps:** Variability in patient experiences affected satisfaction and trust.
- **Inconsistent Appointment Scheduling:** Inefficiencies in managing doctor appointments led to delayed responses
- **Call Handling Issues:** High call volumes resulted in increased abandoned calls and engagement issues.

The Solution

We implemented strategies to ensure strict compliance, including optimized call handling and team alignment through daily refreshers. These strategies also involved BAU audits and quality monitoring to meet client expectations, adhering to COPC standards. Additionally, we optimized outbound calls to manage admission inquiries, resolve abandoned calls, and execute promotional campaigns, resulting in faster resolutions and improved patient satisfaction.

Value Delivered


Our solutions improved call handling efficiency and patient satisfaction by maintaining accuracy in query resolution and patient data management. This led to a significant increase in Net Promoter Score, maintained consistent KPI achievements and efficient escalation management.

100%

TAT adherence maintained reducing query resolution time by 45%.

5%

Revenue growth monthly through optimized operations



97%+ quality scores achieved monthly with call-handling accuracy


Business Benefits




Enhanced Patient Satisfaction



Streamlined Appointment Scheduling



Optimized Call Operations



Tangible Revenue Growth