

Growing Popularity of Outsourcing in Healthcare

NEARLY HALF OF HEALTH SYSTEMS INCREASED THEIR RELIANCE ON OUTSOURCING PARTNERS DURING THE PANDEMIC



More than 90% of US hospitals have outsourced at least one of their processes.



73% plan to continue when the effects of COVID subside



BENEFITS OF CALL CENTER PARTNERSHIP

- Advanced technology and infrastructure savings
- Frees up internal resources
- Accountability to service
- Consistent performance
- Centralized call management
- Resource management

THERE ARE OVER

28,000

CALL CENTER BUSINESSES IN THE U.S.

BEYOND INBOUND/OUTBOUND CALLS...



- Post-discharge
- Patient care
- Navigation

- Physician referral
- Patient satisfaction surveys



THE NUMBER OF SERVICES MANAGED BY CALL CENTERS IS

G R O W I N G