

SKILLSOURCE'S IMPACT ON ACCELERATING GROWTH FOR A LEADING RADIOLOGY FIRM



CLIENT PROFILE

This client, located in the US, provides an extensive array of services, encompassing diagnostic radiology and interventional radiology. With operations running 24/7, their position in the healthcare sector demands swift support and immediate responses for each medical case they handle.

BUSINESS CHALLENGES

- Struggled to concentrate on core business operations due to the ongoing need to coordinate with network hospitals and doctors.
- Inability to maintain 24/7 coordination with their current workforce.
- Lack of time to communicate findings and test results during peak hours.
- Overwhelmed by the constant flow of incoming calls.
- Struggling to meet deadlines for publishing findings and test results.
- Hiring in-house resources to handle these tasks proved to be costly.

OUR SOLUTIONS

- Designed a thorough training program to effectively equip staff across all shifts.
- Allocated trained resources to efficiently manage incoming calls.
- Developed a robust IT infrastructure to guarantee seamless 24/7 coverage.
- Implemented regular coaching sessions and performance audits to uphold quality standards.

SERVICES OFFERED

- **Provided seamless phone and chat support 24/7.**
- **Inbound Service –**
 - Coordinate callbacks from the appropriate radiologists to the required hospitals.
 - Communicate hospital messages to the relevant doctors or radiologists.
 - Manage all callback requests and addressed voicemails within 10 minutes.
- **Outbound Calls –**
 - Deliver urgent messages to various departments within hospitals and medical centers.
 - Immediately relay critical findings and test results to the appropriate hospitals and doctors within the business network.

BUSINESS BENEFITS

Client was **relieved** from the burden of managing calls and communicating test findings.

Client can now **concentrate** more effectively on their core business and drive **growth**.

Achieved a 99% response rate for all calls within 10 seconds.

Maintained a 99% response rate for voicemails and callback requests within 10 minutes.

Reading out the test results instantly **helped** the hospitals to consider & initiate relevant treatments.

Outsourcing dramatically **reduced** labor and overhead costs for our client, boosting their bottom line.