

## Hospital Call Center Partnerships

Comprehensive Partnerships With Hospital Call Centers

### How Our Partnerships Work



Whether you are an organization with no existing call center capabilities or an established, high-level call center, AccessNurse can provide solutions geared specifically to your individual needs.

AccessNurse partners with in-house hospital call centers through its Hospital Call Center Partnership Program. The main objective of the program is to provide service and support, either on a temporary or indefinite basis, where our clients' in-house call centers need it the most.

Hospital call centers can participate in the program when they are adding new service lines or when they need support for existing programs.

We can add new service lines, including:

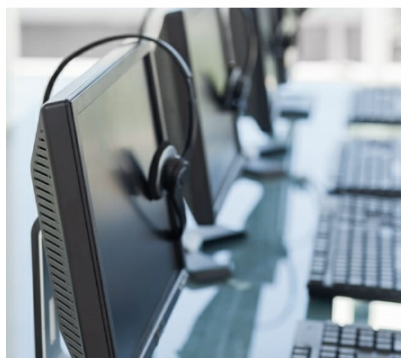
- Nurse triage
- Medication refills
- Readmission reduction programs
- **Patient engagement**
- Patient satisfaction surveys
- Disease management services

We also support existing programs:

- High call volume overflow
- Select hours that are difficult to staff, such as 11p – 7a
- Select call types
- EMR interface

Our process consists of three steps: **Learn, Evaluate and Transition.**

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### Learn

Throughout the entire term of the partnership, AccessNurse shares its experiences in staffing, reporting, triage processes, etc. Rather than reinvent the wheel, the hospital call center partner has the opportunity to learn from experience and duplicate best practices that could possibly take several years for the hospital call center to develop on its own.

We encourage clients to schedule time at the AccessNurse offices to work directly with the call center team and to learn processes through observation. Scheduling time at AccessNurse gives clients the opportunity to observe triage and training processes, technology and to work with Client Services to review and develop any customized reporting that may be required.

