



Delivering A Great Patient Experience... One Contact At A Time

BSD Enterprises

We are a non profit organization dedicated to improving the quality of life for people who are blind, visually impaired, disabled, and veterans in and around Delaware.

The State Of Healthcare Call Centers

49% of patients are neutral or unsatisfied with the service delivered by their provider's call center.

4.4 The Avg wait time in minutes for US Healthcare call centers

49% of calls into Healthcare centers abandon on average

39% of healthcare call centers cite labor-related issues - staff burnout and shortages - as the main drivers of their call center's inefficiencies

Industry Report 2023, Hyro

THE CHALLENGE



Healthcare providers are facing increasing pressures in their contact centers. Customers' expectations are rising, staffing is an issue and expanding services and locations add increased complexity. Hold times are increasing, abandon rates are high and lack of experience leads to transfers and confusion. The stakes are high as 65% of patients report they will cut ties with one bad experience!

THE BSD ENTERPRISES SOLUTION



BSD Enterprises can provide a turnkey solution for your contact center woes. Whether its supporting overflow or a full service function like scheduling, pharmacy, operator service or help desk as an example, we have the capabilities and capacity to serve you and your clients.



Recruiting, hiring, educating



People Management



Customer Satisfaction, KPI attainment and reporting

BENEFITS

Customer Experience

1

Today's customer desires an expedient and consistent experience when engaging with a company. Our teams have delivered and average hold time of less than 45 seconds and have answered 80% of the calls received in less than 30 seconds.

HealthCare Experience

2

BSD Enterprises and our partner Chicago Lighthouse has provided h call center services for prestigious healthcare organizations such as Beebe health, UI Health and Cook County Health. We have taken over 4 MM calls a year, performed 500,000 appointments, 300,000 registrations, 6,000 risk assessments and 3,000 prescription refills.

Your Bottom Line

3

Lower abandons means more scheduled appointments which means more top line revenue. Better control over turnover and people costs means better costs per call and lower operating expense.



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