



# Delivering a Great Patient Experience, One Contact at a Time

## BSD Enterprises

We help healthcare providers deliver better patient experiences by eliminating high hold times, reducing abandon rates, and addressing staffing issues (including high turnover rates).

We provide clients with competitively priced onshore representatives, many of whom are visually impaired, disabled, or veterans. We've exceeded the KPI expectations of each of our clients in Delaware, the Delmarva Peninsula, and along the East Coast.

### The State of Healthcare Call Centers 2023

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

**4:24** Average wait time in minutes

**49%** Average number of calls that abandon.

**39%** say labor-related issues – staff burnout and shortages – are the main drivers of inefficiencies.

*Source: hyro, June 2023 survey of 200 senior health care call center professionals*

## Do you need to reassess your contact center strategy? Here are some indicators to consider.

- **High Abandon Rates:** More than 5% of patients hang up before being helped.
- **Long Wait Times:** Patient wait times exceed 60 seconds.
- **Inaccurate Call Routing:** Call routing accuracy is below 99%.
- **Declining Patient Satisfaction:** Satisfaction scores are trending downward.
- **High Turnover:** Turnover among call center representatives is high.
- **Lack of Functionality:** Inability to record patient calls and provide ongoing coaching and training.

## How We Help

- Expert, 100% onshore representatives**
  - Highly trained and motivated
  - Diverse, inclusive workforce
  - Specialized in complex customer interactions
- Cutting-edge technology**
  - Advanced call routing and analytics
  - Seamless omnichannel integration
- Strategic call center optimization**
  - Customized workflow design
  - Continuous performance monitoring
  - Data-driven improvement strategies



## Quality Interactions For your Contact Center



112 S. French St.  
Wilmington, DE 19801



302-298-1421



[Karl.Fischer@BSDEnterprises.org](mailto:Karl.Fischer@BSDEnterprises.org)



[www.BSDEnterprises.org](http://www.BSDEnterprises.org)

**69% of respondents who reported high patient satisfaction with their call center's service said their operating profit exceeded initial projections.**

-- The State of Healthcare Call Centers 2023