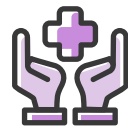


# Physician Referral Services

Our physician referral services combine highly-skilled, compassionate, and knowledgeable customer experience experts with cutting-edge technology to promote patient acquisition, access, satisfaction, and retention. We understand that every brand is different, and we carefully craft our services to support your brand's unique needs.

## Agent Call Referrals Offer:

- ✓ **Multilingual customer service experts - 24/7/365**
- ✓ **Warm transfers to providers to support patient acquisition**
- ✓ **Email confirmation of referral for lower no-show rates**
- ✓ **HIPAA-compliant data capture and communications**
- ✓ **CRM integration to facilitate real-time insights**
- ✓ **Monthly reports detailing all inbound call types and referrals**



Dedicated, highly-trained patient experience experts provide **compassionate and reliable support**, helping reduce your staff's workload.

# Match callers to the best physicians based on their needs.



When existing and prospective patients engage with our highly-trained experts, we approach their needs with the same respect and care as you would.



Segment caller details by referral type, drilling down to specialties and physician rosters.



Match physician referrals to inpatient, outpatient, and emergency department visits.



Capture and share existing and prospective patient demographic information in your CRM.

## Online Referrals:

- ✓ **24/7 self-service access**
- ✓ **Leverage your existing contact center database**
- ✓ **Acquire and retain more patients**
- ✓ **Utilize our reliable Online Physician Finder tool**
- ✓ **Compatible with any computer or mobile device**

Contact us to learn more

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