Call Center

Insights into Performance

The Call Center module answers questions such as who, why, and when patients call. Our highly responsive guided analytics platform delivers fresh call center KPIs (Key Performance Indicators) that equip managers with the information needed to make informed decisions.

With the ability to monitor high level trends, filter on specific attributes such as location, specialty and more, and the capability to drill down to individual call and customer service rep levels, our incredibly responsive user experience is designed to answer your questions. Call Center dashboards can be accessed via our Android or iOS mobile apps or through any internet connected browser.

Automate KPI Delivery

Call Center gives you options for prioritizing your most important KPIs. With a few taps, you can pin your high priority metrics to your home page. Set up alerts and let the platform automatically notify you the moment things go sideways. The Call Center module allows you to understand volume variances or other issues, course correct, and return your organization to high performance. When something catches your eye, use the filters and drill down features to investigate further.
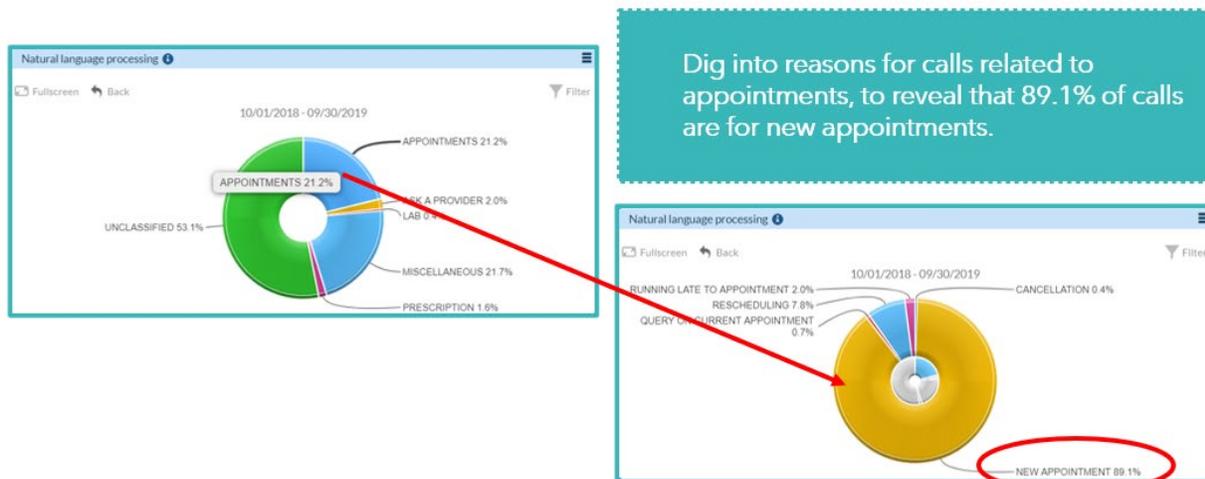
Forecast Demand

Use Call Center insights to verify both peak times and lulls in activity, as well as reasons for the calls. This information can be used to plan staff coverage, breaks, and determine when staff can be redeployed to other support tasks. Regular monitoring of trends will help you recognize end of month, quarterly, or annual trends as well as more unique changes due to breaks in school calendars so you can plan to meet these fluxuations.

Identify Opportunities for New Services

Many WhiteSpace Health customers have used Call Center analytics in concert with our Operations module to improve scheduling, utilization and to reduce re-schedules and no shows. In most cases, the longer a patient waits to be seen, the more likely they will need to re-schedule, cancel, or simply not show up for their appointment. By comparing length of time for a visit to established patients with emergency department visits, you may learn that patients turn to the local hospital for care when your practice isn't open. Analytics will provide insights to inform decisions about piloting extended hours or perhaps adding a nurse practitioner clinic for a few hours daily to handle lower acuity visits.

Dig into reasons for calls related to appointments, to reveal that 89.1% of calls are for new appointments.

Improve Kept Appointments

It's important for patients to keep regular appointments with their providers and keep abreast of their health to manage any conditions that may arise. Appointment reminder calls improve the rate of patients who are present for their appointments, and thus utilization and collections too. Use Call Center analytics to identify periods when inbound calls decrease, so customer service representatives can be re-deployed to make appointment reminder calls.

Mitigate Covid-19 Fear

Since the pandemic began, high risk patients have been scared into staying home for fear of contracting Covid-19. As a result, Kaiser Family Foundation and many practices across the US are reporting dramatic increases in preventable patient deaths at home. Your call center can become an effective outreach tool for explaining how the virus is transmitted, the safety measures your practice is taking, and what the patient needs to do to protect themselves for their visit. For chronically managed patients who don't have access to the internet, telephone communication and education may be the difference between life and death.
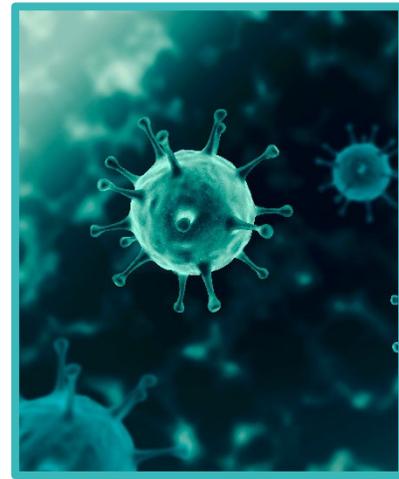
Prepare Patients for Telehealth Visits

Web-based conferencing is new to a large segment of the population. Use the lulls in call center activity to perform outreach to patients with first-time telehealth appointments. This is a great opportunity to test connections and answer questions ahead of time, so the visit can go off without technical glitches and optimize provider utilization for this new service line.

NLP Automates Call Classification

WhiteSpace Health has incorporated natural language processing (NLP) into our platform. In the Call Center module, it's used to correctly classify each call. For instance, NLP will analyze call notes and automatically re-classify calls that were incorrectly coded by call center representatives. This automatic validation helps ensure the highest level of data integrity, so you can make decisions with confidence.

About WhiteSpace Health

WhiteSpace Health answers questions related to revenue cycle, call center and operations and more with high quality data and actionable insights. We help you monitor and maintain optimal performance, enhance patient experience, and transform your business with our powerful, easy-to-use guided analytics platform.