

A KEISL Enterprise



APPOINTMENT SCHEDULING SERVICE

The smart way to increase your revenues

ROBUST | PROFITABLE | STREAMLINED











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Client Profile:

- Our client is an American dermatology practice management company with a strong foothold in Florida
- The practice management company has 27 providers in 16 offices serving over 150,000 patients
- They offer the full spectrum of dermatologic services, including clinical, surgical, and cosmetic, for adults and children

Requirement:

- The practice management company was facing staff turnaround and existing staff were fully occupied in attending to inundated call volumes
- The client wanted to partner with an appointment scheduling company that would handle Spanish and English callers
- The practice approached KGiSL to provide appointment scheduling services for their end clients (providers)

How we helped this client?

We proposed a streamlined process of in taking the scheduling work for their end client practices in batches enabling them to better serve patients.

- We setup a centralized appointment scheduling operations for this client in our Belize facility initially with five bilingual (Spanish and English) Appointment Setters
- With the intake of additional practices each month, seamless support is offered to the client with an easily scalable operation
- KGiSL being a provider of both software services and healthcare services, we identified potential
 areas of automation and developed a web based call tracking software enabling operational
 efficiency
- When someone calls the doctor's local phone number, the call gets automatically forwarded to our toll free number and we had set up an IVR to avoid missed calls
- The phone calls were answered representing the doctor's practice
- Patient appointments were confirmed 24 hours ahead to avoid no shows
- Missed appointments were converted by constant follow-ups / reminder calls to patients
- Follow ups with established idle patients to improve appointments
- Providing seamless support to the client including analytics and reporting to effectively manage the practices



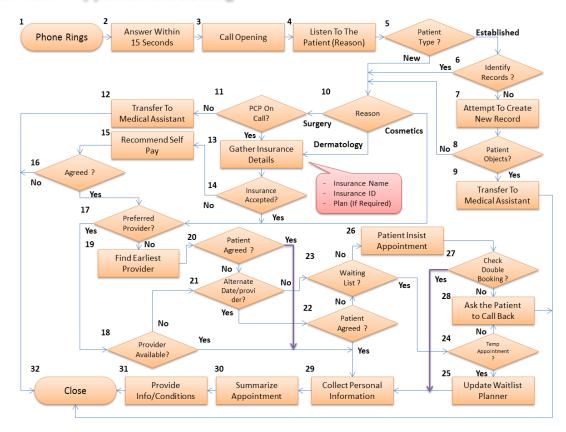
Tools used:







Call Flow – Appointment Setting



Results:

- Established KPI metrics to measure scheduling performance
- Effective handling of the front-desk offered competitive advantage in establishing the practice at two additional locations
- Offered centralized appointment scheduling to all five practice locations
- Quickly and flexibly scaled the operations based on seasonal inflow of calls. Added a second virtual
 assistant within an year to handle the increase in call volume (I/B & O/B)
- Provided 100% seamless service (supported by a shadow resource during absenteeism and breaks)
 and managed by a dedicated Account Manager
- Handled over 60000 calls per year
- Decreased missed calls rate from 26% to <1% post implementation of IVR(Interactive voice response) process and improved patient service levels
- Reduced no-shows by 12%
- Checkouts increased by 94%

The impact we had on Doctor's practice and the patient experience, the business continues to expand.



Key Performance Indicators (KPI Metrics)

| KPI's | Goal |
|-------------------------------|--|
| Service Level | 80% of calls answered within 20 seconds |
| Abandon Rate | Less than 3% abandonment rate |
| Occupancy Rate | 80% or greater |
| Quality Score | 95% or higher |
| Callbacks | Contact 100% of non-answered callers within 24 hrs |
| Online Appointment | Contact 100% of online requests within 2 hrs of email |
| Requests | receipt during regular business hours |
| Special Marketing Initiatives | Completed within the required specifications of each project |
| Schedule Adherence | To meet 120% of the scheduled hours on a daily basis |
| Attrition | 5% or lesser per month |
| Reporting | Hourly, weekly, monthly reports to be furnished on demand |

Sample Production Report

| No. | Celta | | | |
|-----------------------------|----------|----------|---------|---|
| R/H | Ownell | Dis | Feen | |
| Calls Attended | 176 | 113 | 17 | |
| lotal System Time | 45:22:22 | | | |
| Total Talk Tiese | 16:19:29 | 12.61.67 | 5:27:42 | Ī |
| Cuttourd Calling | 11.81.00 | | | |
| Cuttered (Call Series) | 1.11.01 | | | |
| Average Handle lime | 66634 | 0:00:24 | 0.03.55 | |
| Average Wall Time (Global) | 0:00:00 | | | Ī |
| Assessment to (descrip | - | | | |
| Self Calls (Circle) | | | | |
| Management Cartin Stituted) | | | | |
| Occupancy N | 64.00% | | | ı |
| | | | | |

OUR VALUE PROPOSITION

- ✓ Full revenue cycle solution from patient scheduling to collections
- ✓ Flexibility in using any billing software
- ✓ Certified coders on needs basis
- ✓ Efficiently reduces aging on A/R to maximize cash flow
- ✓ 24 hours turn-around-time
- ✓ Strict quality control standards
- ✓ Provide daily, weekly and monthly reports
- ✓ Gain performance efficiencies

About Us

KGiSL is a leading provider of Business Support Services (BSS) and Global Software Services (GSS) and is a part of the \$750M flagship KG Group of Companies which is in business for over 80 years. KG as a group has been in the healthcare business for the past four (4) decades, building on this bedrock of seasoned experience, the enterprise has established and successfully partnered with individual practitioners in USA easing out their complexities in revenue cycle management process.



HIPAA Compliant



Saves Operational Costs by 50%



Process engineered and streamlined operations



24 x 7 Support



Business Analytics



Superior talent: Credentialed staff with Domain Expertise







