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TeamHealth Medical Call Center Announces 23 New Contracts

(KNOXVILLE, Tenn.) March 25, 2009 – TeamHealth Medical Call Center (THMCC), a division of TeamHealth, announced unprecedented growth in 2008 with the addition of 23 new contracts across 11 states, representing a 16% growth in its client base over the previous year.

New THMCC clients include physician groups, hospitals, health plans and other healthcare organizations, for which the company will provide medical call center services for their patients, members or employees. THMCC provides comprehensive medical call center services including nurse triage, customer/member services, outbound clinical call campaigns and physician referral/class scheduling.

All clinical calls fielded by THMCC are handled by trained nurses and overseen by the center's medical directors, Dr. Roger Brooksbank, who is a Fellow of the American College of Emergency Physicians, and Dr. Robert Dickson, who is board certified in pediatrics. Whether reassuring a mother about her child's fever or confirming a patient's understanding of emergency department discharge instructions, TeamHealth's nurses provide callers with appropriate medical advice and referrals based on evidence-based clinical guidelines.

"Our growth demonstrates the added value that healthcare organizations and physicians realize in outsourcing their call center services—not only in cost savings but also in enhanced patient satisfaction," stated Cindy Reed, executive director of THMCC.

One of only 34 accredited medical call centers in the nation, THMCC is accredited by the Utilization Review Accreditation Commission (URAC), an independent, nonprofit organization that is well known as a leader in promoting healthcare quality through its accreditation and certification programs. URAC sets rigorous accreditation standards for quality and accountability to ensure

that registered nurses perform the clinical aspects of triage and other health information services in a manner that is confidential, timely and medically appropriate for care and treatment.

About TeamHealth

Founded in 1979, TeamHealth is headquartered in Knoxville, Tennessee, and is affiliated with approximately 6,200 healthcare professionals who provide emergency medicine, hospital medicine, radiology, teleradiology, urgent care, and pediatric staffing and management services to approximately 550 civilian and military hospitals, clinics, and physician groups in 44 states. THMCC provides 24/7 medical call center services to enhance patient satisfaction of hospitals, physician groups, managed care organizations and student health organizations on a national level. More information is available at www.thmedicalcallcenter.com or 888.203.1118.

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