

Client Testimonial

“ This partnership has produced real savings in staff costs without sacrificing quality care and service to our patients. ”

Tammy Westfall, R.N.
Director of Support Services
Covenant HomeCare
Knoxville, TN

Since March 2007, Covenant HomeCare has partnered with TeamHealth to provide after-hours nursing triage services through their call center. From the outset, we were impressed with their commitment to meeting the high standards of quality that we had established for our program. And throughout our partnership, they've met our expectations in every way, even down to the courtesy they demonstrate when answering the phone!

Going into this arrangement, we were concerned that the learning curve would be steep, and we were impressed both at how quickly they came to understand our philosophies regarding patient care, and with their willingness to adapt their protocols to meet our unique needs. At no time have we believed they've offered a "cookie cutter" solution to the challenges we face as an organization.

Needless to say, this partnership has produced real savings in staff costs without sacrificing quality care and service to our patients. At every turn, TeamHealth has been wonderful to work with and we will not hesitate to engage their services in the future if similar circumstances arise.

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