

TeamHealth Medical Call Center Fact Sheet

Overview

Medical Call Center Services provide an excellent way for hospitals, health plans, physicians and home health agencies to manage their patient populations. The medical call center's registered nurses provide patients with valuable healthcare information, provides assessments and triages, and appropriate healthcare referrals while our professionally trained telephone representatives deliver the highest level of customer service through referrals, satisfaction surveys and verification services.

Services

Triage	Outbound Call Campaigns:
Health Information	Satisfaction Survey
Patient/Member Services	New Patient/Member Welcome Calls
Physician Referral	Routine Screening/Treatment Reminders
Class Scheduling	Educational Calls to Frequent ED Users
Translation Services	Disease Management After Hours Follow Up
Health Risk Appraisals	Case Management After Hours Follow Up
Disease Management Program Awareness	Follow Up Calls to Urgent/Emergent Outcomes
Answering Service	Enrollment Initiatives
Physician After Hours	Home Health After Hours

Markets

Hospitals
Health Plans
Physicians
Home Health
Agencies

TH Difference

1. Customer Service:

- URAC-Accreditation
- Extensive on-going training initiatives
- Robust QI program to for monitoring
- Providing a seamless transition

2. Customized & Flexible:

- Comprehensive services that can be tailored to meet your individual goals and objectives,
- Needs-based solutions to remedy any problem at any time

3. Clinical Integrity:

- Excellent Risk Management Record
- Gold Standard Triage Guidelines
- Strong Clinical Management Team
- QI Committee led by two Medical Directors

Statistics

The Medical Call Center has managed more than **1 million** phone calls.

Physician-led and with original leadership still in place

More than **28 years** of healthcare experience and focus

Largest national provider of clinical outsourcing services

Financially sound, self-insured company with **seasoned** management team

More than **8,000 employees**, 5,000 of which are clinical

Services provided in **44 states** across the country