



FACT SHEET

TELEPHONE ANSWERING SERVICES

Centralizing all patient interactions mean your patients and physicians experience consistency in brand representation, and your staff benefits through a single point of contact.

Physician Integration Best Practice: Consolidate Your Answering Services

Stericycle Communication Solutions redefines what it means for growing health systems to communicate with patients. Our answering services solutions improve operational efficiencies, streamline billing, reduce costs, save staff time, consolidate data capture and reporting, and offer consistent experiences for patients and physicians.

ELIMINATE CONFUSION, IMPROVE OPERATIONAL EFFICIENCY

When hospitals merge and health systems expand, multiple, disparate processes are thrown together at once. Streamlining patient engagement and communication efforts across multiple locations can be overwhelming.

Stericycle Communication Solutions can be your single strategic partner in telephone answering services as you consider newly-affiliated physician onboarding strategies and alignment that support integrated care coordination, accountable care delivery, system revenue, and market share growth.

STREAMLINE COMMUNICATIONS WITH ONE-CALL RESOLUTION

In addition to one-call resolution, partnering with Stericycle Communication Solutions as the single provider for all your hospital, health system and physician practice answering service needs offers the following benefits:

- Strategic alignment with business objectives
- Single billing cycle, invoice and contract
- Less waste from unnecessary staffing and business costs
- Centralized data capture and call reports
- Consistent, positive brand experience for patients
- Comprehensive disaster recovery and redundancy plan
- Single point of contact for all patients entering your health system
- Protocol compliance on every call

WHEN PATIENTS CALL US, THEY GET YOU

Our Customer Experience Experts alleviate your patients' concerns and answer their questions with customized protocols, greeting and message templates. Explore our Answering Services now to start saving staff time, increasing patient satisfaction and achieving operational excellence.

A centralized answering services partner eliminates operational and business waste and allows scalability and forecasting when new providers join the organization.

**For more information, visit StericycleCommunications.com
or call 866-783-9820.**

