

CallCare Health

Shaped Around  
Your Patients  
**Shaped Around You**

**Contact Management Services**  
Healthcare & Clinicians



## About us

We started as a blue light call handling service to focus primarily on supporting the Healthcare sector on emergency calls. 25 years later, CallCare Health offers a comprehensive suite of 24/7 omnichannel communication solutions to the Healthcare, Public, and Private Sectors.

## What we offer

CallCare Health is a trusted outsourced contact centre and patient services provider, offering telephone answering, switchboard, live chat, and patient solutions. For over 25 years, we have expanded by understanding the needs of our clients who want to shape their customer service around their customers and patients.

Most industries rely on our commitment to deliver outstanding customer service at all times, and we deliver. Our people, processes, and systems, are at the core of the company, thus we believe in the power of the human touch in every call. In order to deliver omnichannel solutions, it is essential that our team acts as an extension of your team to the best of our capabilities.

In Healthcare, we believe that patient and client care should start as soon as someone picks up the phone or sends over an enquiry. Patients and clients will want to have their health concerns or cosmetic queries resolved with the highest level of empathy and customer care.

## Did you know?



Only **71%** of patients describe the experience of making an appointment as “good”

**Source - GP Survey**



It only takes 1-6 online reviews for potential patients to form an opinion about your practice.

**Source - RevLocal**

## Our Clients Rely on CallCare to...



Reduce costs while dealing with growing enquiry volumes effectively around the clock



Extend their hours of operation, respond to new enquiries and manage appointments



Increase staff satisfaction and productivity, by relieving pressure and filtering queries



Since we have been using CallCare we have had less complaints and more importantly, less stress for our team, as we trust CallCare will be there for ourselves and our customers when needed. We were missing calls and our average wait time for customers needed to reduce. We now see less complaints and a smooth switchover whenever using CallCare.

**Clinical Contact Centre Manager  
- The Validium Group**

## Switchboard Support

Our experienced recruitment team coupled with our rigorous training programme, ensures that our switchboard operators can handle high call and message volumes to stringent quality standards. We will politely filter out any irrelevant enquiries, while signposting genuine callers to the right person within your organisation. Our skills-based routing matrix ensures that all your enquiries are matched to an experienced healthcare switchboard operator. That means your clients and patients are promptly connected to someone who can deal with their enquiry.

## Outsourced Patient Service

Healthcare is becoming an increasingly customer-centric sector. Outsourcing call handling solutions to CallCare ensures the highest level of patient satisfaction at all times. We provide a cost-effective way to create a significantly expanded patient service team. This means you can reduce your clients' or patients' waiting time and offer extended answering hours, both of which have been shown to improve customer satisfaction ratings. Staff are under less pressure and they can give their full attention to what matters the most.

## Appointment Booking

We can integrate seamlessly with your systems so our operators can create and amend any appointments and bookings. Our staff will undergo an extensive tailored training programme to develop a thorough understanding of your processes.

We ensure that every enquiry taken and every appointment booked is done to your stringent quality standards. Our expert in-house IT team will oversee the integration with your systems and ensure that the process is as efficient as possible and that all the data is handled safely and securely.



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## What Our Customers Say

Even under normal circumstances, our reception team manages a high volume of calls on a daily basis but since the start of the coronavirus pandemic our call volumes have increased exponentially. Once news of the vaccine was announced, it became impossible for us to manage the massive influx of calls we were receiving each day. Being able to set up a dedicated vaccination booking service has not only helped alleviate the pressure on staff but also provided an essential and reliable service for our patients, many of whom are understandably desperate to secure a vaccination appointment. We were happy to appoint CallCare to take on this service on our behalf due to its reputation for customer service excellence in managing NHS helplines, including other COVID response helplines.

**- Practice Business Manager  
at Readesmoor Medical Group Practice**

# CallCare Health

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