



Essential Insights

Access Reimagined

How expert advisors handled 670K+ calls with <2.5% abandon rate, improving access and generating \$65M in revenue.

Precision at Scale

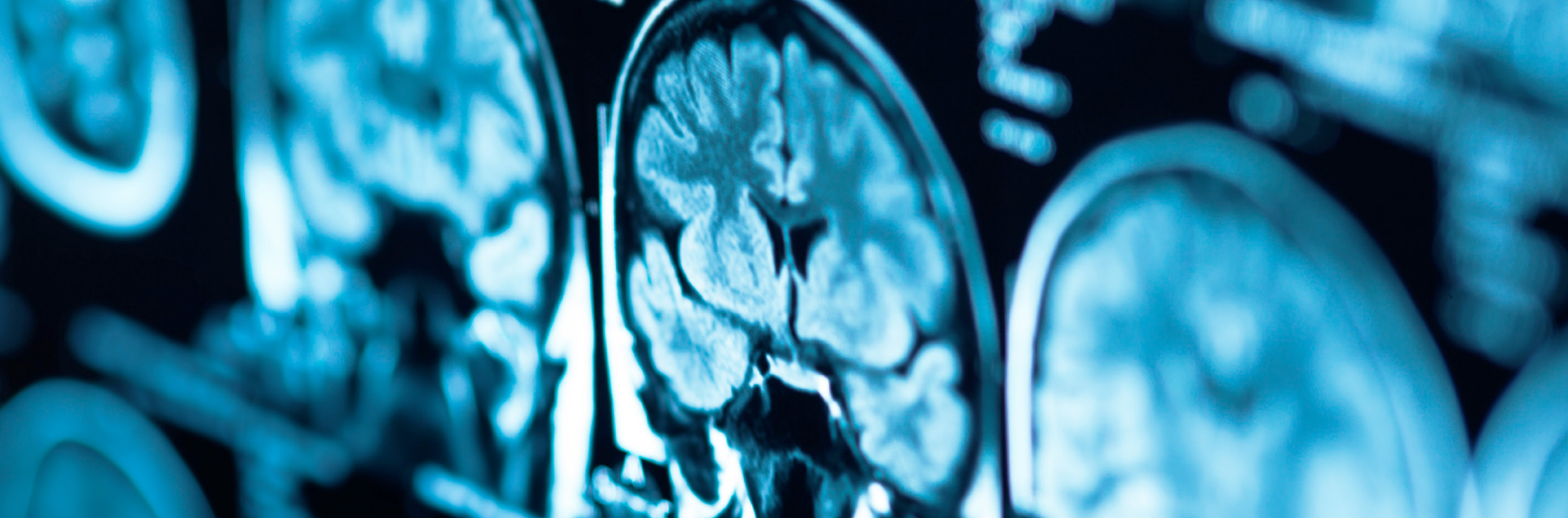
How AI-driven support and credentialed teams simplified complex radiology scheduling across multiple modalities.

Insights in Action

How data-driven recommendations reduced bottlenecks, improved throughput, and informed smarter resource planning.

Case Study

Enhancing Patient Access and Operational ROI Through Radiology Scheduling Support



The **Big** Picture

For over a decade, Carenet Health has partnered with a leading U.S. health system to streamline its complex radiology scheduling. With Carenet's healthcare-focused expertise, the client achieved measurable improvements in efficiency, enhanced patient engagement, and significant revenue growth. Carenet not only provided expert call handling but also became a seamless extension of the client's team, delivering strategic value and operational insights.

By leveraging highly skilled, healthcare-credentialed health advisors and advanced technology, Carenet offloaded the most complex scheduling tasks while complementing the client's in-house operations. The result? Optimized workflows, improved patient satisfaction, and \$65M in incremental annual revenue generation.

Challenge

01. Overwhelmed Scheduling Resources

The client's internal team faced an unsustainable call volume, impacting efficiency and patient satisfaction.

02. Complexity in Radiology Scheduling

Coordinating multiple imaging types (MRI, CT/PET, Mammography, Ultrasound, and more) required specialized expertise and precise execution.

03. Missed Revenue Opportunities

Missed or improperly handled calls directly affected appointment bookings and downstream revenues.

Objectives

The client sought a strategic partner to:

- Enhance operational efficiency in handling radiology scheduling.
- Relieve in-house teams of high-touch, complex scheduling tasks.
- Provide actionable insights to optimize resource allocation.
- Increase patient engagement while driving revenue growth.



The Carenet Solution



670K+ calls handled annually with <2.5% abandon rate



Complex radiology scheduling managed by clinical experts



AI-powered support for faster call resolution



Predictive insights to optimize staffing and throughput

01. Reliable Call Handling at Scale

Carenet provided tailored solutions to manage radiology scheduling with precision.

- **Expert Call Handling:** Equipped with in-depth training, Carenet's healthcare-credentialed advisors delivered accurate and empathetic scheduling services.
- **Extended Support Hours:** Comprehensive after-hours support ensured no patient inquiries were missed.
- **High Volume Management:** Handling over 670,000 calls annually, with an average abandon rate below 2.5%.
- **Complex Scheduling Resolution:** Healthcare-trained advisors managed nuanced appointment types, offloading the most demanding scheduling tasks.

02. Data-Driven Operational Insights

Carenet functioned as a strategic advisor to its client, leveraging advanced analytics to:

- Identify scheduling bottlenecks.
- Provide actionable insights to optimize patient throughput.
- Offer predictive analytics for resource planning.

03. Leveraging Technology for Efficiency

Carenet's tech-enabled services integrated seamlessly with the client's existing EHR systems.

- **AI-Driven Scheduling Assistance:** Proactively identified next-best actions, resulting in faster call resolutions.
- **Centralized Knowledgebase:** Developed a comprehensive "one source of truth" for radiology protocols and workflows.
- **Automation & Manual Excellence:** Reserved AI for routine tasks, leaving manual processes to highly skilled health advisors.



Results

Operational Excellence

- **Scalable Operations**
Year-over-year call volumes increased by 20%, handled seamlessly without disruptions.
- **Appointments Successfully Scheduled**
Over 300,000 radiology appointments booked annually.
- **Faster Call Resolution**
80% of calls answered within 45 seconds.

Revenue Growth

- **\$65M in New Annual Revenue**
By capturing more appointments, Carenet delivered measurable financial benefits.
- **ROI of 6:1**
Demonstrating significant returns for the client.

Patient Experience

- **High Engagement Rates**
Patients' call experience improved via empathetic, accurate interactions.
- **Proactive Scheduling Approach**
Quick filling of canceled slots ensured capacity was maxed out efficiently.



\$65
Million

New Annual Revenue

300K+

Appointments
Booked Annually



Forward Vision

At Carenet, healthcare is not just a vertical we serve; it's our sole focus. With over a decade of partnership with this leading health system, we've proven our ability to serve as more than a call center—we act as an aligned extension of our clients' internal teams.

01. Deep Healthcare Expertise:

Our healthcare-credentialed agents and operational knowledge ensure precision even in the most complex scenarios.

02. Strategic Advisory Role:

Clients rely on us for data-backed operational insights that inform smarter decision-making.

03. High-Touch, High-Tech Solutions:

We blend advanced technology with compassionate, human-centered interactions, delivering results that matter.

04. Flexible Scalability:

Our solutions grow with client needs, ensuring seamless continuity even during periods of rapid growth.

Whether you're streamlining workflows, improving patient outcomes, or driving revenue, Carenet is your healthcare partner every step of the way.





The name of the client in this case study has been excluded at the client's request, due to company policy.

Powering the Business of Healthcare

Carenet Health is the partner of choice for more than 500 leading payers, providers, and health technology organizations seeking to command the complexity of healthcare. With more than 25 years of expertise, we co-create innovative solutions that leverage advanced technology, data-driven insights, and clinical excellence to optimize engagement, accelerate operational efficiency, and deliver measurable business and health outcomes. Guided by values of agility, consumer focus, and value-based care, Carenet enables healthcare leaders to reduce costs, improve quality, and future-proof healthcare delivery in a rapidly evolving landscape.

Learn more at [CarenetHealth.com](https://www.CarenetHealth.com).

