



Essential Insights

Precision at Scale

How expert call handling streamlined 47,000+ patient interactions—and lifted operational performance.

Care That Connects

How smarter routing and support empowered clinical teams to respond faster and serve better.

Efficiency That Frees Up Care

How seamless appointment and callback management reduced delays—and let providers focus on what matters most.

Case Study

Streamlining Patient Interaction for a Regional Health System's Hematology and Oncology Services



The **Big** Picture

Identifying a surge in patient demand and complex administrative needs, a regional health system specializing in hematology and oncology services faced significant challenges in managing high call volumes and delivering efficient service. Operational inefficiencies, increasing callback requests, patient appointment management processes, and clinical queries impacted their service delivery and satisfaction scores.

To address these obstacles, the Provider partnered with Carenet to implement a technology-driven, patient-centric call management solution. The partnership enabled the Provider to streamline operations, enhance patient satisfaction, and establish a more reliable engagement framework.

Challenge

The Provider faced several critical pain points related to their operations, including:

01. High Patient Demand:

- Handling over 47,000 calls annually across various topics without efficient processes in place.

02. Callback Requests (45% of total calls):

- Patients heavily relied on the Provider's follow-up services.
- Handing off these requests effectively was essential to enhancing patient trust and maintaining smooth communication.

03. Appointment Management (18% of total calls):

- Ensuring the seamless management of patient visits.
- Advanced patient appointment scheduling required coordination with internal clinic processes for new referrals and insurance verification.

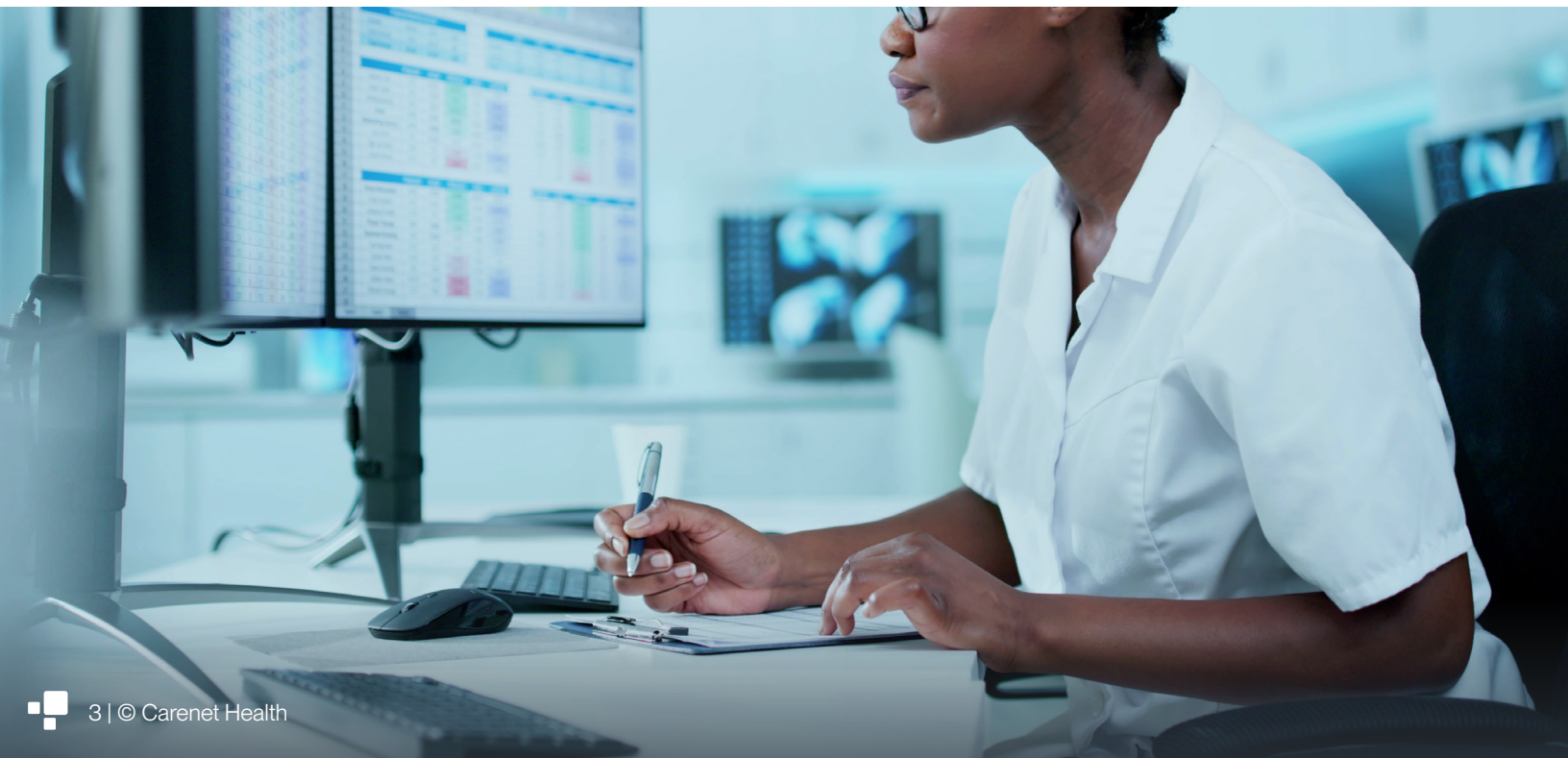
04. Procedure & Treatment Queries (8.8% of total calls):

- Clinical staff required accurate information flow to address patient concerns efficiently.
- Timely message routing was crucial to prevent delays in connecting patients with clinical teams.

These issues brought inefficiency in patient service operations, growing frustrations among patients, and challenges for clinical teams to provide timely care.

Key Challenges

- High call volumes strained staff and slowed patient support.
- Frequent callback requests delayed care and follow-through.
- Scheduling complexities disrupted appointment reliability.
- Slow message routing kept clinical teams from responding quickly.



The Carenet Solution

Carenet implemented a multipronged solution to address operational bottlenecks while putting patient experience at the forefront:

01. Callback Request Management

Carenet's team ensured seamless intake and routing for patient callback requests. By promptly managing this process, the team helped the Provider enhance timely follow-ups, build patient confidence, and streamline communication pathways.



Efficient callback handling improved trust and reduced delays.



Streamlined scheduling ensured smoother patient visits.



Fast, accurate routing connected patients to clinical teams.



Data insights uncovered key engagement patterns and gaps.

02. Appointment Coordination

Carenet optimized the appointment handling process to better manage returning and established patient visits.

- Efficient Scheduling Integration: Our advisors expertly used Epic electronic medical records (EMR) systems to book, confirm, and manage appointments.
- Smoother Workflow: The process reduced appointment-related inefficiencies and minimized no-show rates, ultimately improving the patient care cycle.

03. Procedure & Treatment Assistance

Acknowledging the importance of timely access to clinical expertise, Carenet's team:

- Routed patient inquiries through Epic to the appropriate teams with precision.
- Ensured messages carried accurate and critical details, empowering clinical staff to respond effectively without additional administrative burden.

04. Data-Driven Insights

Data analysis from incoming calls empowered Carenet to identify key patient engagement areas and make strategic enhancements to operations.



Results

Carenet’s collaboration with the Provider delivered impactful results, significantly improving both the Provider’s operational efficiency and patient service outcomes.

Operational Results

- Managed 47,000+ calls annually with precision and professionalism.
- Delivered insights into the top three patient call types, driving strategic improvements in patient engagement processes and communication efficiency.

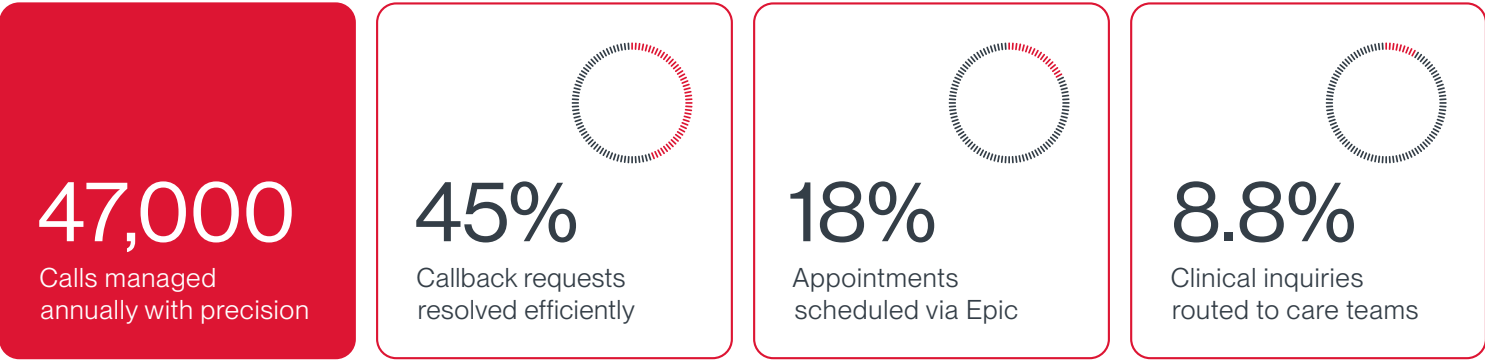
Enhanced Patient Outcomes

- Callback Requests (45%): Improved communication handling streamlined patients’ access to follow-ups, reducing delays and enhancing trust.
- Appointment Management (18%): Efficiently scheduled return visits, delivering higher satisfaction rates and process reliability.
- Procedure Questions (8.8%): Ensured clinical teams received actionable messages, improving their readiness to assist patients quickly.

Patient Satisfaction and Efficiency

Carenet’s efforts not only improved patient experiences but also bolstered operational excellence:

- Higher Patient Engagement: By delivering accurate, timely information, Carenet elevated trust in the Provider’s services.
- Operational Scalability: By efficiently taking responsibility for a substantial call volume, Carenet reduced in-house strains, freeing up internal resources to focus on high-value clinical services.
- Process Optimization: Improved routing and scheduling processes minimized cross-departmental inefficiencies.



Insights

For healthcare executives navigating the complexities of modern-day patient engagement, this case highlights the measurable impact of effective outsourcing. By leveraging Carenet's tech-driven, patient-focused expertise, healthcare systems can:

- Deliver consistent and reliable patient experiences.
- Scale operations without proportional increases in infrastructure or staff investment.
- Enable clinical teams to focus on care delivery by alleviating administrative loads.

This partnership demonstrates how advanced healthcare service models, powered by AI-enhanced workflows and actionable insights, ensure consistency in delivering high-quality care.

Forward Vision

We empower providers to overcome operational challenges, delivering tangible results in engagement, efficiency, and patient outcomes.

Carenet is more than just a service provider—we aim to co-create long-term value for our clients using leading technology and unparalleled expertise.

Are you ready to enhance your systems while improving patient satisfaction? Connect with Carenet today to redefine what's possible in healthcare management.





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).

