



You handle the patient care, we'll handle the patient experience.

Hospitals nationwide are re-examining the way they work and simplifying operations through our customer care programs. As a true extension of your team, our customized solution will meet the KPI objectives unique to your system's business objectives while ensuring patient satisfaction is a top priority.



HARRIS & HARRIS BY THE NUMBERS

< 3%

abandonment rate

97%

calls answered within 60 seconds

81%

first call resolution

< 1-min

average hold time

5-7 min

handle time

A BETTER SOLUTION, FROM THE GROUND UP

A true extension of your hospital

Data Security - Our practices meet the highest standards and auditing requirements and exceed HIPAA and HITECH rules. Rigorous encryption methods are employed and assume all data is sensitive.

Customized Training - Our Patient Experience Advocates are trained thoroughly to represent your hospital and uphold your expectations and values; we invite you to customize or even host the training. Teams are refreshed quarterly to ensure continuity.

Fostering Patient Relationships - Harris & Harris guarantees the dignity and respect of each patient above anything else. Our staff is formally trained to apply empathetic communication and listening skills that result in positive resolutions. We focus on getting calls to the right place quickly, so that patients get their needs met right away.

Bundled or a la carte services – you tailor the experience

- Customer Care Call Center
- Billing Questions
- Scoring & Analytics
- Payment Plans & Monitoring
- Multiple Payment Channels
- Explanation of Benefits
- Presumptive Charity & FAP Management
- Out of Network Policies
- Coding Questions

ADVANCED TECHNOLOGIES TO OBTAIN OPTIMAL RESULTS

Artificial Intelligence - Machine learning, scoring and analytics determine payment probabilities, so we spend our time on debt that is most likely to be collected.

Automated Skiptracing - With a deep vendor source, we can customize our approach based on segments and portfolio.

Spam Blocking Tool - Our FTC-compliant solution boosts patient contact by +17%.

Encrypted Telephony Network - Data is encrypted as it is being transmitted—a rare offering.

Inbound Customer Care Telephony

- Call Back Option
- Translation Services
- High Available (HA) Environment
- Customized IVR / Skilled Based Routing
- 24/7/345 Self Service, Payment and Account Information
- Caller ID and Authentication

QUALITY ASSURANCE

In addition to KPI tracking and reporting, Harris & Harris has implemented additional quantitative metrics to use for training and development.



Post Call Surveys

- Calls route to survey at end of call
- Rates on knowledge, overall experience, resolution



Auditing

- Quality Assurance auditor randomly selects up to 30 calls per month per advocate



Client Error Tracking

- Calculates error rate based on accounts serviced versus returned



Screen Capture

- System will capture screen shots of the account to ensure proper reps are notating the account



Message Drop VoApps

- DirectDROP voicemail technology delivers voice messages directly to mobile phone