✈MDfit. **Call Center** Datasheet

*Advanced clinical condition-based scheduling in your
call centers & across your organization.*

Call Center Benefits

· Condition-Based Scheduling

· Higher Service Levels

· Increased Call Handling

· Call Case Reporting & Analytics

· Ability to Centralize Operations

· Condition-Based Triage Alerting

· Decreased Call Abandonment Rates

· Queue-Based Management

· Reduce Wrong Appointments

· Integrated Insurance Eligibility

· Mapping & Directions

· Patient History Lookup

Patient Experience Above All:

Quickly identify and schedule the ideal provider
for each patient, every time.
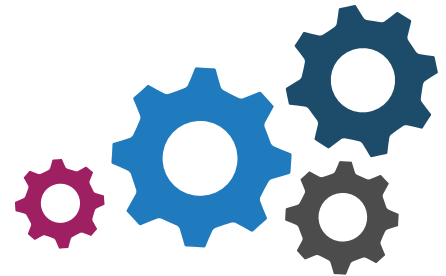
One Fitting Solution:

Our technology consolidates your scheduling
protocols, provider and location datasets, and
overlays a clinical scope of practice. Your call center
representatives now have easy and immediate
access to all relevant provider information.

" **Efficiencies are gained through faster call handling,** **"**
increased cross-specialty capabilities, and
always up-to-date data.

Why It Works

MDfit brings together relevant patient and provider information into a single system to ensure the right patient is seen by the right provider, at the right time, every time. Our user interface is designed to maximize the amount of information a patient access scheduler, concierge, or customer service representative can quickly access to efficiently perform their daily tasks. By minimizing "clicks", MDfit maximizes your call center workflows.

How it Optimizes

Our technology consolidates and validates your provider scheduling protocols, provider data, insurance information, and location datasets. MDfit then overlays a clinical scope of practice and provider preferences. Your call center representatives now have easy and immediate access to all relevant provider information, without the need for cumbersome questionnaire-based workflows, educated "guessing" or flipping through binders and spreadsheets.

66 Optimize & streamline your patient scheduling workflows! 99

Contact us today:

Learn how MDfit creates a single "pane of glass" across scheduling systems for optimal patient scheduling, on the phone, in the practice, in the call center, or online and reduce the cost of lost referrals, patient leakage, and incorrect appointments.

855.462.9493
mdfit.com/call_centers