TELEHEALTH PROVIDER

Providing exceptional uptime that previously compromised patient safety

Overview

This case study demonstrates how a major Telehealth Provider delivering Doctor and Nurse On-Call services migrated from an unstable platform to a highly reliable solution, prioritizing exceptional uptime, customizing the mobile agent experience, and ensuring patient safety was never compromised.

This provider offers essential Doctors and Nurses On-Call services alongside general Telehealth appointments. As a healthcare organization, system reliability and data security are paramount, as the call center is directly involved in triaging clinical calls and managing patient safety. Their operations require on-call staff to use mobile solutions to remain available for extended periods.

Challenges

The Telehealth Provider faced a critical and dangerous operational failure with its previous system:

- Life-Safety Risk: Their existing AWS Connect Contact Centre solution was highly unstable, suffering a complete system crash every other day where all calls would drop. For a healthcare provider, this represented a serious clinical risk where patient safety was at stake due to having to manually call back lost patients.
- Operational Friction: The constant crashes and platform instability led to poor user experience, making the system difficult for agents to adopt and rely upon.

AT A GLANCE

Zero downtime guarantees patient safety and continuity of care

☑ **CLINICAL RISK MITIGATION**

Achieved exceptional uptime, eliminating dangerous system crashes and dropped calls that previously compromised patient safety.

☑ **ON-THE-GO RELIABILITY**

Implemented the Agent Mobile Experience App to ensure on-call agents never miss critical overnight calls, even if the app times out.

☑ **SCALABLE AND CUSTOMIZED**

Delivered a tailored screen-pop solution and easy-to-use platform that successfully facilitated the expansion to a new business segment.

Solutions

We implemented a robust and customized solution focusing on stability, ease-of-use, and specialized mobile functions:

- Exceptional Uptime: The primary focus was delivering exceptional uptime and stability to eliminate the risk of dropped calls and ensure continuity of patient care, solving the core clinical safety issue.
- Mobile Experience: We implemented the Agent Mobile Experience app to ensure that calls were still routed to the on-call agent, allowing them to answer all calls 24/7.
- Customized Tools for Efficiency: We provided a tailored solution for integrating a screen-pop tied to each inbound phone number, enabling agents to instantly see relevant patient and appointment information. This solution was refined based directly on the client's feedback, demonstrating our commitment to partnership.
- Data-Driven Operations: The provider made immediate and full use of our comprehensive and easy-to-use customized reporting and dashboards, giving them the visibility essential for managing clinical and operational performance.

Results

The successful migration transformed the provider's ability to deliver care, leading to immediate positive feedback and business expansion:

- Clinical Safety Guaranteed: The provider has since experienced exceptional uptime, eliminating the dangerous risk of system crashes and ensuring patient safety and continuity of care.
- Improved User Adoption: We received positive feedback emphasizing that the platform is more user-friendly and easier to pick up than the previous solution.
- Proven Scalability & Trust (Land & Expand): After such a successful go-live, the provider demonstrated immediate trust in the platform's stability and reliability by adding another segment of their business shortly after launch, highlighting the smooth transition capabilities.