

4 Reasons to Let CareTech Solutions Handle Your Patient Portal Calls

Are you unable to keep up with the volume of Service Desk calls because of routine patient portal inquiries? Is your hospital staff busy answering simple questions that distract from more critical calls?

CareTech Solutions' Service Desk can relieve your healthcare organization of the time, effort and cost involved with resolving the less critical patient calls - while also improving the patient experience. Here's how:

- 1.** Patient calls can be tracked to learn the most common issues, so portals can be simplified
- 2.** CareTech's analysts know the back-end of hospital applications and can immediately resolve patients' issues related to seeking information
- 3.** Analysts can perform the most common requests for help - confirm codes, provider engagement, prescription refills and general navigation
- 4.** Patients are educated to perform self-service to reduce repeat calls