

# Deliver exceptional patient outcomes with Virtual Flex

When a patient calls customer care to discuss health matters, they can be in a vulnerable state. Whether they have questions about their new medication or are looking for payment options, the patient is in need of an efficient, accurate and empathetic response.

Liveops agents are prime candidates for healthcare customer service. Deep-rooted empathy is an innate characteristic of Liveops agents, committed to assisting patient services of all types. They are more educated, more experienced than typical traditional call center agents, and often have years of relevant healthcare experience.



Healthcare companies leverage Liveops innovative contact center solutions to maintain business continuity, scale to meet demand, and deliver exceptional experiences to their patients.

## Virtual Flex: modernizing the contact center in healthcare

### Virtual Agents

Liveops agents are dispersed across the United States, which means we source more qualified and dedicated talent, beyond the geographic limitations of brick-and-mortar centers. Agents are available whenever you need them, no matter the day or time.

Virtual agents are self-starting professionals and are passionate about providing exceptional care to patients. These experienced agents provide higher customer satisfaction scores and efficient call resolutions.

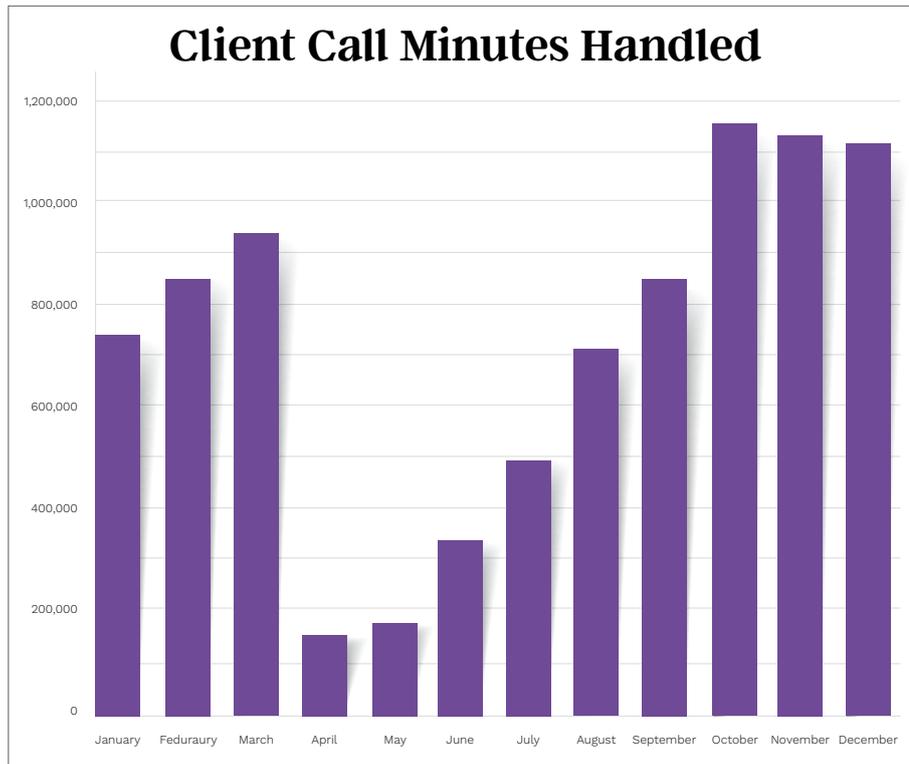
### Call Center Agent Profile

	Call Center Employee*	WAH Employee*	Flexible Workforce**
<b>Average Age</b>	23	30	38
<b>College-Educated</b>	35%	70%	81%
<b>Work Experience (Years)</b>	5	8	15
<b>Geographically Limited</b>	Yes	Yes	No
<b>Staffing Efficiency</b>	Fixed	Fixed	Flexible

\*Frost & Sullivan, \*\*2017 Liveops Agent Survey

## Flex when you need it most

Meeting call volume spikes is our specialty. The Virtual Flex model scales with your demand to meet expected and unexpected events. From launching a new medical product to downscaling during the slow season, healthcare companies have access to a nationwide network of qualified agents to ensure patient calls are answered quickly.



### Case Study:

The COVID-19 pandemic impacted healthcare organizations across the globe. At the onset of the pandemic, patients were cutting back on their preventive health screens. A leading medical testing company was seeing significant shrinkage and had to downsize its outsourcing footprint with Liveops. As calls began to increase, Liveops was able to quickly flex back up to demand with a dedicated agent pool.

## Trusted and Secure

We take patient security and compliance very seriously. In the highly regulated healthcare industry, this is a combination of innovative technology, appropriate oversight, and leveraging the right talent.

All Liveops agents are HIPAA-compliant, and our cutting-edge technology is at the forefront of security in the industry. End-to-end encryption, multi-factor authentication, and continuous quality monitoring on our secure network are just a few of the many steps we take to ensure your data - and the data of your patients - remain secure.

## About Liveops

Liveops offers an on-demand skilled workforce of onshore virtual agents for customer service and sales. With no call center overhead or wasted idle time, our pay-per-use model scales to meet seasonal or time of day spikes in demand. Hundreds of organizations across service industries including retail, healthcare, insurance, government, and consumer services trust Liveops to deliver an enterprise-grade workforce, with faster program readiness, increased revenue, and greater customer satisfaction scores than traditional call centers.