



# Next-Gen Healthcare

The Definitive Blueprint for  
Modern CX in 2025



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# Welcome

## Welcome to a new era of healthcare customer experience!

With 82% of consumers willing to switch providers due to poor experiences, the need for a future-ready CX has never been more urgent. In today's rapidly changing world, ensuring your contact centers utilize omnichannel solutions is crucial for delivering superior digital experiences that align with your cost and operational goals—while fostering brand loyalty.

**The healthcare industry has faced unprecedented challenges.** From the pandemic's pressures on global systems to workforce shortages caused by the "Great Resignation," organizations are navigating a complex landscape. Add to this rising costs, supply chain bottlenecks, and shifting consumer expectations, and the demand for a seamless, patient-centered approach has never been clearer.

Historically, healthcare hasn't been as consumer-focused as other industries. Long waits, complex billing, and fragmented interactions have been tolerated—but no longer. Evolving consumer preferences now demand organized, efficient, and personalized care experiences.

**Let's reimagine healthcare together by building a CX that not only meets expectations but exceeds them, delivering better outcomes for your patients and your organization.**

# Why Healthcare Providers Must Prioritize Customer Experience in 2025

With **82% of consumers** willing to switch providers due to poor experiences, healthcare organizations face a pivotal moment. Consumers are no longer willing to tolerate long waits, confusing billing, or fragmented interactions. Instead, they want and expect a seamless, personalized, and convenient customer experience (CX) that aligns with the digital services they receive in other industries.

To stay competitive, healthcare providers must adopt omnichannel solutions to deliver superior digital CX that meets operational goals, reduces costs, and fosters brand loyalty.

## Challenges Facing the Healthcare Industry

The healthcare industry's storm of challenges:

- **Pandemic Aftershocks:** The COVID-19 pandemic exposed vulnerabilities in global healthcare systems, many of which were already under pressure. The surge in demand, paired with limited capacity, has left organizations struggling to provide consistent care.
- **Workforce Shortages:** The “Great Resignation” has worsened staffing issues, with both the U.S. and U.K. experiencing critical public health workforce shortages. Burnout, low wages, and increased workloads have left many healthcare providers overwhelmed.
- **Cost Pressures:** Rising global health spending and supply chain bottlenecks continue to strain budgets. Healthcare providers are under immense pressure to optimize operations while maintaining high standards of care.
- **Consumer Expectations:** The healthcare industry has traditionally lagged behind others in prioritizing consumer experience. From confusing medical jargon to long wait times, patients have grown accustomed to subpar service—but their patience is wearing thin.

# What Today's Healthcare Consumers Want

Healthcare consumers today expect more than clinical expertise—they demand an experience that is:



## Personalized

Tailored solutions that reflect individual needs and preferences.



## Seamless

Coordinated care across providers, with easy access to information.



## Convenient

Digital-first interactions, including self-service tools and telehealth options.



## Empathetic

Humanized service that treats patients as individuals, not numbers.

When these expectations aren't met, the result is frustration and disengagement. For healthcare providers, this translates to higher attrition rates and rising operational costs as dissatisfied patients require repeated support.

## A Call for Innovation

While the challenges are significant, the healthcare industry also has a tremendous opportunity to innovate. The pandemic has accelerated global trends that will shape the next decade:



## Omnichannel Solutions

Integrating multiple communication channels (phone, chat, email, social media) to create a unified experience.



## Automation

Leveraging AI and machine learning to reduce operational burdens, enhance efficiency, and improve accuracy.



## Digital Health Technologies

Expanding telehealth, patient portals, and wearable health devices to provide care anytime, anywhere.



## Remote Workforce Strategies

Supporting hybrid or remote contact center models to tap into broader talent pools and reduce overhead costs.

By adopting these innovations, healthcare providers can not only improve patient experiences but also drive long-term efficiencies.

# Preparing for the Future

To succeed in this rapidly evolving landscape, healthcare providers must:

## Understand Consumer Behaviors

Recognize how digital transformation is reshaping patient expectations and cater to their preferences for accessible and convenient care.

## Enhance Case Management

Implement holistic approaches that address multiple patient needs simultaneously, improving satisfaction and reducing contact center costs.

## Adopt Cutting-Edge Technology

Invest in digital health tools that streamline operations and create cohesive patient journeys.

## Optimize Workforce Models

Invest in digital health tools that streamline operations and create cohesive patient journeys.

The future of healthcare is being redefined by consumer expectations, technological advancements, and shifting workforce dynamics. Are you prepared to meet the demands of the future? Transforming your CX today will pave the way for a stronger, more resilient healthcare system tomorrow.

## The Emerging Healthcare Landscape

The healthcare industry is on the brink of a revolutionary transformation. By 2040, traditional healthcare as we know it may cease to exist, shifting instead toward a focus on holistic health and wellness, according to a [report by Deloitte](#). This new paradigm moves away from reactionary care, emphasizing prevention, early intervention, and wellbeing.

In this future of health, powered by interoperable data, platforms, and consumer-driven care, healthcare professionals will have the tools to identify diseases earlier, intervene proactively, and gain deeper insights into disease progression. The focus will be on wellness rather than illness, with companies taking on new roles to create value in a redefined health ecosystem.

# Patient-Centric and Technology-Driven Care

Healthcare delivery is rapidly evolving to prioritize patient-centric, data-driven, and technology-enabled care. The future of care will be:

## **Virtual and Ambulatory :**

Remote monitoring and telehealth solutions enable care to be delivered anytime, anywhere.

## **Home-Based :**

Patients can manage their health from the comfort of their homes, improving convenience and access.

## **Data-Driven :**

Technologies like AI and machine learning are transforming diagnosis and treatment, making healthcare more predictive and personalized.

## **Enabled by New Medical Innovations :**

Advanced tools and medical devices empower consumers to take active roles in safeguarding their health.

This patient-centered approach has fundamentally changed the dynamics of the provider-patient relationship. Consumers now play an active role in their health journeys, supported by virtual tools and services that allow for monitoring and engagement on their terms.



# Building Better Customer Experiences

In this transformed landscape, all stakeholders—insurance payers, healthcare providers, pharmaceutical companies, medical device manufacturers, telehealth companies, and third-party administrators—must collaborate to deliver **seamless and efficient experiences**.

For healthcare service organizations, this means investing in:

- 1. Integrated Customer Experiences:** Providing solutions that span the entire consumer journey, from onboarding to follow-up care.
- 2. Omnichannel Support:** Leveraging phone, chat, email, and digital platforms to deliver consistent, personalized experiences across channels.
- 3. Cost-Effective Solutions:** Improving efficiency without compromising care quality, driving value for both consumers and providers.

In an increasingly competitive environment, the experience your organization provides can become a key differentiator. Offering streamlined, consumer-centric care will not only attract and retain patients but also position your organization as a leader in the evolving health ecosystem.

## The Rise of “Anywhere Care” and Its Impact on Consumer Expectations

Technology is revolutionizing the healthcare industry, pushing it to become more consumer-centric—much like what has already occurred in retail, travel, entertainment, and financial services. Just as technology has reshaped how people shop, eat, and manage their finances, it’s transforming how they want to interact with healthcare providers. Today, consumers are more engaged with their healthcare than ever before, particularly in countries with private healthcare options, where competition drives innovation and better service.

Healthcare consumers now expect the same ease and convenience they experience in other areas of their lives. They want instant access to information and services across their preferred channels—whether it’s via phone, websites, chat, email, social media, or apps. Innovations like **smartphones, tablets, wearable technology, apps, patient portals, and artificial intelligence (AI)** have made “**anywhere care**” a reality, allowing consumers to manage their health with unprecedented ease.

More than **60% of consumers expect the ability to schedule or modify appointments, access medical records and test results, and renew prescriptions online**, according to **McKinsey & Company**. This shift has fueled consumerism in healthcare, with individuals expecting seamless interactions and greater transparency from their providers.



# Meeting the Expectations of Healthcare Consumers

Payers, providers, and consumers are all seeking value in healthcare by prioritizing **convenience, transparency, and quality**. However, the reality is that the healthcare system remains complex. Siloed data, outdated technologies, and regulatory hurdles create inefficiencies that increase costs and make it challenging to deliver the experience consumers expect.

Rising healthcare costs have accelerated the industry's shift to new payment models, focusing on care outside traditional settings. These models rely heavily on connected technologies, enabling healthcare providers to deliver value-based care while improving accessibility. Using technology effectively—particularly in contact centers—is now a baseline requirement to keep up with modern healthcare consumers and ensure a positive service journey.

## Scaling Contact Centers to Meet Demand

In-house healthcare contact centers face constant pressure to scale and meet fluctuating demands, especially during peak periods such as Open Enrollment and Welcome Season in the U.S.

During these times, the needs of payers, administrators, and pharmacy benefit managers surge, creating spikes in contact volumes.

The transition of COVID-19 from a pandemic to an endemic state has added another layer of complexity. Healthcare organizations must continue providing services such as information support, vaccination scheduling, test result reporting, and follow-up care. To handle these demands effectively, healthcare contact centers must integrate advanced technologies, streamline processes, and adopt consumer-focused strategies.

## The Bottom Line

The rise of **"anywhere care"** has transformed consumer expectations, making convenience and accessibility non-negotiable in healthcare. As competition grows and consumer demands increase, payers, providers, and administrators must embrace technology and innovation to deliver the seamless, transparent experiences that define modern healthcare.

# Merging Physical and Digital Healthcare for Holistic Case Management

As healthcare organizations worldwide prioritize health equity and access to care, leaders are focusing on holistic case management to reduce disparities and improve outcomes. Integrating the physical and digital aspects of healthcare is crucial to creating a seamless, low-effort journey for consumers while addressing systemic inequities.

## The Global Push for Health Equity

Public health systems are tackling the challenges of linking community and clinical services to improve outcomes. Across the globe, innovative programs are driving healthcare toward digitization, self-care, and improved access. These initiatives align with consumer expectations for simpler, more coordinated, and convenient healthcare services.

### Europe

The **European Union's recovery and resilience plans** aim to implement reforms and investments by 2026. These include modernizing public healthcare offices, digitizing hospitals, and enhancing healthcare infrastructure to support seamless patient journeys.

### United Kingdom

In April 2022, the U.K. reformed its public health system by introducing **Integrated Care Systems (ICSs)**. These geographically based systems bring together healthcare providers and partner organizations to improve population health, healthcare outcomes, and cost-efficiency.

### United States

The U.S. healthcare system is undergoing a major shift from treating illnesses to **keeping people healthier**, focusing on **disease prevention**, **value-based care**, and integrated systems.

# Holistic Case Management in Contact Centers

Healthcare contact centers play a critical role in supporting holistic case management by enhancing convenience, quality, and value for consumers. Agents can use consumer data to offer proactive services, personalized recommendations, and next-best actions, transforming the consumer experience.

**Example Scenario:**

Jessica, a U.S. healthcare consumer, calls her insurance provider about a claim. While reviewing her history, the agent notices she hasn't had a mammogram in two years. The agent schedules the appointment and arranges transportation through a rideshare partnership for a nominal fee, addressing Jessica's concerns about travel.

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**Additional Support:**

The agent informs Jessica about a health program that could lower her premiums and routes this information for follow-up.

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**Continuous Engagement:**

To build long-term relationships, Jessica is assigned to a small group of consumers managed by a dedicated agent who keeps her updated on activities related to her healthcare coverage.

This full-service, consumer-first approach simplifies healthcare journeys while fostering loyalty and retention for healthcare companies.

# Evolving the Healthcare Contact Center

Holistic case management demands an evolution in contact center operations. The focus must shift from issue resolution to coordinated care, with agents proactively anticipating consumer needs and offering relevant recommendations.

**To enable this transformation:**

## **Leverage AI and Analytics**

Solutions such as interaction analytics and AI reveal actionable insights from consumer interactions in real time, improving consumer experiences and operational efficiency.

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## **Enhance Agent Performance**

Real-time insights enable better coaching, improving compliance and care quality.

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## **Optimize CX**

Advanced intelligence helps streamline processes, anticipate needs, and elevate satisfaction across the healthcare journey.

By merging physical and digital healthcare, organizations can deliver holistic case management that meets the rising expectations of consumers. This integrated approach not only improves equity and outcomes but also positions healthcare companies as leaders in a competitive and evolving landscape.



# Optimizing Healthcare CX Through Digitalization

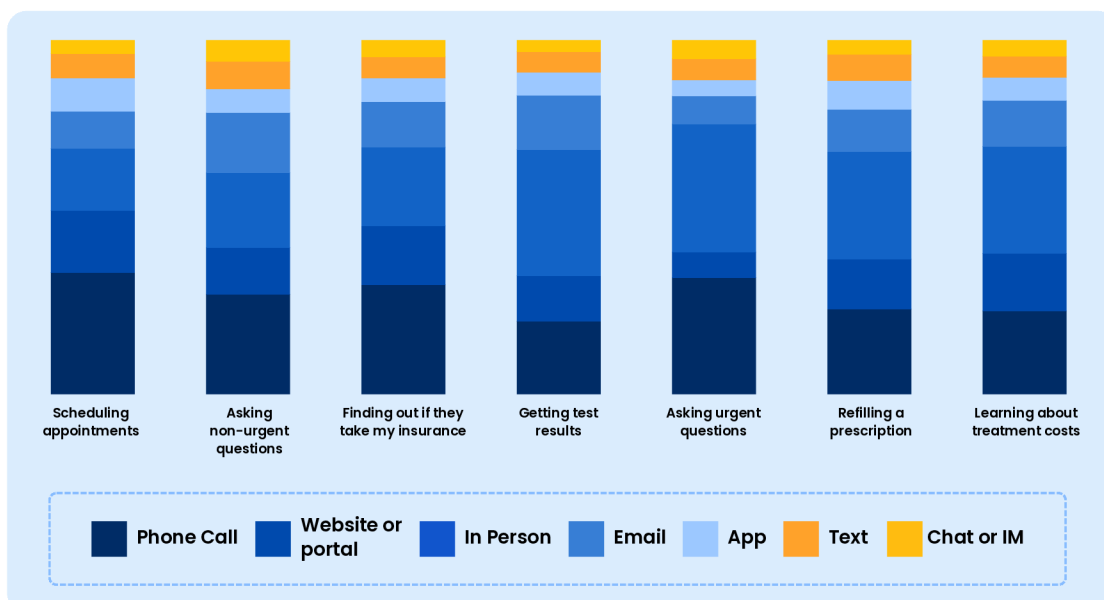
Digitalization is shaping the future of customer experience (CX) in healthcare. Solutions like **digital customer experience management (CXM)** and the growing adoption of telehealth are driving industry transformation and fueling growth. Although healthcare has historically lagged behind other industries in adopting digital tools, the pandemic accelerated its digital evolution, highlighting the value of these tools in achieving tangible business results.

Looking ahead, healthcare leaders increasingly recognize the opportunities digital transformation offers in building **competitiveness, resiliency, and superior CX delivery.**

## A Growing Demand for Digital Solutions

While voice and in-person interactions remain the preferred channels for healthcare consumers, there is a growing appetite for digital engagement. In 2021, **32% of U.S. consumers had a virtual consultation**, up from just 7% in early 2020. However, the highly regulated nature of healthcare and the need for personalized interactions have slowed the adoption of non-voice channels.

No two healthcare organizations are at the same level of digital maturity. Whether starting with basic tools like **online chat** or **two-way SMS** or adopting advanced technologies, each organization must tailor its approach to its unique resources and capabilities.



**Source:** [Salesforce, “Connected Healthcare Consumer Report”](#). The report includes responses from 6,243 consumers across North America, Latin America, Europe, and Asia Pacific regions. Due to rounding, percentage totals may not equal 100%, and all comparisons are made from unrounded numbers.

## A Measured Approach to Digital Transformation

Digital transformation is a marathon, not a sprint. Incremental, well-planned steps are essential to ensuring success. When adding new channels or technologies, healthcare organizations should:

- **Assess Value:** Identify how the new tools will enhance business operations and CX.
- **Plan ROI:** Build in time to evaluate cost savings and return on investment.
- **Set KPIs:** Monitor performance metrics to measure success and scalability.

Adopting the latest technology for its own sake risks inefficiencies. Instead, healthcare providers should focus on integrated solutions that drive long-term growth and meet consumer expectations.

## 4 Key Steps to Implement Digital Transformation

### 1. Designate a Chief Customer Experience Officer

A **dedicated CX sponsor** or chief customer experience officer can drive digital transformation initiatives. With **95% of executives identifying CX as a business priority** and **82% having a CX sponsor**, this leadership ensures projects stay focused on delivering results.

### 2. Move Contact Center Operations to the Cloud

Cloud-based contact centers are essential for enabling **omnichannel CX delivery**. Migrating operations to the cloud eliminates outdated technology stacks, reduces capital expenditures, and unlocks scalability. The flexibility and resiliency offered by cloud solutions are vital for handling surges in demand and supporting remote operations.

### 3. Prioritize Self-Service Solutions

Consumers value **self-service options**, with **88% expecting brands to offer online self-service portals**. Self-service not only meets consumer demand for convenience but also reduces costs significantly, with inquiries costing just **\$0.10** for self-serve compared to **\$8 for live contact**.

### 4. Leverage CX Management Partnerships

No healthcare organization has all the tools for digital transformation. Partnerships with **CX management experts** can provide access to expertise, data, and technology that organizations may lack. These partnerships enable healthcare providers to deploy integrated solutions, manage cloud-based contact centers, and support workforce development.

*By taking a measured and strategic approach, healthcare organizations can successfully integrate new tools and solutions to create better experiences for consumers while achieving their business goals.*

# Traditional Healthcare and Innovators: Partnering for Progress

The pandemic accelerated sweeping changes in healthcare, challenging traditional models of service delivery and fast-tracking innovation. It spurred the rapid adoption of **virtual care**, highlighting the need for healthcare organizations to rethink **how, where, and when** consumers access services—all amidst declining consumer trust.

Now, with the rise of “**anywhere care**” powered by smartphones, apps, wearable tech, patient portals, and AI, consumers demand a new way of engaging with healthcare providers and payers. To keep pace, healthcare organizations must adapt their **customer care strategies** to meet consumers where they are, in the channels they prefer.

## A Changing Landscape: Collaboration Over Competition

Healthcare markets, much like other industries, are expanding with the entry of **challengers and disruptors**. Simply relying on traditional customer service is no longer sufficient to meet evolving expectations. Both traditional healthcare organizations and innovators recognize that **neither side has all the expertise or solutions** needed to deliver the seamless, consumer-centric CX that patients now expect.

Rather than competing, traditional organizations and innovators have a unique opportunity to **collaborate**. By working together, they can bridge gaps in legacy systems and models, offering consumers truly coordinated and convenient care.

## Simplifying Complex Care Journeys

According to **Deloitte**, traditional healthcare organizations are shifting toward **alternative care settings**, stronger consumer engagement, and better use of technology and data. Meanwhile, health innovators are developing business models around:

- **Wellbeing and Care Delivery:** Digital medicine and telehealth platforms.
- **Data and Platforms:** Predictive analytics powered by AI.
- **Care Enablement:** Personalized financing and access tools.

In the U.S., partnerships are already forming between “one-stop shop” innovators in care management and coordination with payers, providers, and employers to help consumers navigate complex care journeys (McKinsey).

For healthcare contact centers, this integration requires thoughtful planning to deliver exceptional omnichannel CX that aligns with every stage of the consumer journey. While transformation takes time, these partnerships are simplifying care navigation, improving outcomes, and building consumer trust.

## Toward a Patient-Centered Healthcare Ecosystem

The future of healthcare envisions a fully integrated ecosystem, where:

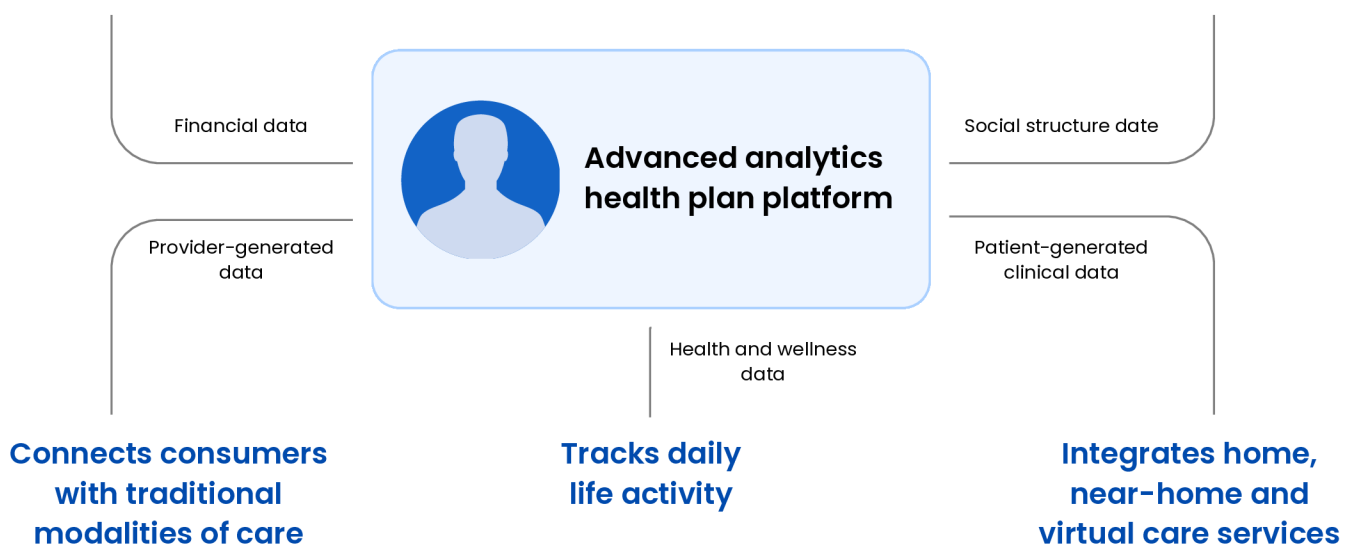
- Fragmented sites of care collaborate seamlessly.
- Tech-enabled platforms allow for effortless data transfer and sharing.
- Clinical care is harmonized across providers.
- Patients can transition smoothly across their care journey.

Such an ecosystem would improve health outcomes and wellbeing, empowering consumers to play an active role in their care. Digital healthcare leaders already consider **customer experience—not perceived health benefits**—to be the top success factor for healthcare platforms.

Working together, traditional healthcare organizations and innovators can make this vision a reality. The rapid progress of the past two years shows what’s possible through collaboration.

**Support payment  
and financing**

**Leverages  
support services**





# Creating a Better Workforce Experience in Healthcare

The healthcare industry has faced significant challenges in workforce retention and morale, with **burnout and turnover** reaching critical levels. Long hours, demanding workloads, and inadequate pay have made healthcare roles less attractive, threatening the stability of the sector. To ensure the long-term success of organizations, addressing the **mental and physical health** of employees is paramount.

## The Role of Remote Work

Remote work is increasingly recognized as a solution to many workforce challenges. Studies have shown that remote arrangements improve **work-life balance**, reduce stress, and boost productivity. For the healthcare industry, embracing remote and hybrid work models could be a pivotal step toward improving **engagement and retention** while addressing talent shortages.

However, remote work requires more than just flexibility. To prevent feelings of isolation and enhance productivity, healthcare organizations must implement dynamic tools and strategies to support their remote teams.

## Transitioning to Global Hybrid Work Models

What was once considered culturally disruptive is now becoming a reality in the healthcare sector. Hospitals and health systems are adopting **hybrid work environments**, allowing for greater recruitment reach and offering solutions to talent and skills shortages.

### Yet, the transition to remote work in healthcare comes with unique challenges:

- **Specialized Recruitment:** Hiring for healthcare roles requires rigorous background checks, financial screenings, and candidates with empathy and strong consumer-facing skills.
- **Cybersecurity Concerns:** Remote setups demand robust **data protection measures**. With data breaches rising by **273% in 2020** during the shift to remote work, organizations must prioritize cybersecurity training and tools to safeguard sensitive information.

## Despite these challenges, remote work has shown great promise:

- **45% of remote workers** report increased productivity at home.
- **83% of employers** say remote work has been successful for their businesses.

## Next Steps to Retain and Support Healthcare Agents

### ■ Leverage HR Expertise

The complexities of hiring for healthcare customer service roles make it essential to rely on **human resource experts**. Outsourcing companies can streamline the hiring process, reduce costs, and fill workforce gaps, enabling healthcare leaders to focus on their core business priorities.

### ■ Prioritize Comprehensive Training

Effective training is critical for remote workers, particularly in healthcare. Programs should combine **interactive learning, microlearning, and one-on-one guidance** to ensure agents are well-prepared for their roles. Cybersecurity training is also essential, as **90–95% of breaches** result from human error.

### ■ Adopt Technology and Automation

Incorporating automation and digital CX solutions can significantly improve efficiency. According to **Everest Group, agent productivity increased by 41–60%** in organizations leveraging digital tools. Healthcare organizations should work with CX experts to implement technologies that align with strategic budgets and training plans, ensuring a gradual and effective adoption process.

## The Future of the Healthcare Workforce

By embracing remote and hybrid work models, prioritizing employee well-being, and leveraging technology, healthcare organizations can create a more supportive and efficient workforce environment. Addressing recruitment challenges, providing robust training, and integrating advanced tools are essential to meet the evolving demands of healthcare consumers while ensuring long-term success for organizations.

## Your Trusted Healthcare BPO Partner

In today's fast-evolving healthcare landscape, business process outsourcing (BPO) has become a vital strategy for organizations aiming to reduce costs while maintaining high-quality patient care. Select VoiceCom (SVC) delivers premier healthcare outsourcing solutions that enable healthcare providers to reallocate resources, enhance patient experiences, improve financial performance, and ensure strict HIPAA compliance.

## Why Choose Select VoiceCom for Healthcare Outsourcing?

As a trusted partner, Select VoiceCom offers flexible, cost-effective solutions for diverse healthcare providers, including:

- Hospitals
- Urgent Care Centers
- Outpatient Clinics
- Physician Clinics
- Therapy Centers
- Laboratory Services
- Medical Billing and Transcription Offices

With the global healthcare BPO market projected to grow from \$342.3 billion in 2023 to \$641.5 billion by 2030, partnering with Select VoiceCom positions your organization to thrive in this rapidly expanding industry.

## **Comprehensive Healthcare BPO Services by Select VoiceCom**

At Select VoiceCom, we provide a wide range of services designed to streamline operations and elevate patient satisfaction:

### **Clinical Trial Recruitment**

Efficiently recruit participants with our targeted outreach campaigns, prescreening services, and regulatory-compliant support. Our strategies minimize recruitment timelines and reduce costs, ensuring the success of your trials.

### **24/7 Medical Answering Services**

Our round-the-clock support ensures seamless patient communication with services including:

- Appointment scheduling and management.
- Prescription renewals.
- Payment and financing inquiries.

### **Complaints and Grievances Management**

We handle patient complaints professionally, addressing concerns like staff behavior, physician availability, and quality of care. Our agents are trained to maintain trust and satisfaction while adhering to HIPAA standards.

### **Medical Billing Outsourcing**

Reduce administrative burdens and errors with our comprehensive billing services, which include secure payment processing, insurance communication, and patient enrollment in flexible payment plans.

### **Medical Coding Outsourcing**

Our expert coders ensure accuracy and efficiency, reducing errors and processing times for high-volume organizations.

### **Healthcare Surveys**

Collect actionable patient feedback through digital surveys or follow-up calls. Our agents provide data analysis to help you improve operations, patient care, and overall satisfaction.

# Glossary and Resources

## **Anywhere Care**

A concept where healthcare services are accessible from anywhere through digital tools like smartphones, wearable technology, and telehealth platforms, allowing patients to manage their health remotely.

## **BPO (Business Process Outsourcing)**

The practice of contracting non-primary business activities and functions, such as customer support or administrative tasks, to external service providers.

## **CX (Customer Experience)**

The overall perception and interaction a consumer has with a brand or organization across all touchpoints, including service, support, and communication.

## **CXM (Customer Experience Management)**

Strategies, tools, and processes used by organizations to analyze, manage, and improve customer interactions and satisfaction.

## **Holistic Case Management**

A comprehensive approach to managing patient care that integrates digital and physical healthcare services, ensuring seamless and coordinated care across the consumer journey.

## **HIPAA (Health Insurance Portability and Accountability Act)**

A U.S. federal law that mandates the protection and confidentiality of patient health information.

## **Hybrid Work Model**

A work structure where employees split their time between remote and in-office work, offering flexibility and improved work-life balance.

## **Integrated Care Systems (ICSS)**

A model of healthcare delivery that brings together providers, organizations, and services to improve health outcomes, enhance productivity, and reduce costs.

## **Omnichannel CX**

A customer experience strategy that provides seamless communication across multiple channels (e.g., phone, email, chat, social media), ensuring consistency and convenience for consumers.

# Glossary and Resources

## **Predictive Analytics**

The use of statistical methods, AI, and data analysis to predict future events or behaviors, often applied in healthcare for early disease detection and personalized care planning.

## **Remote Work**

A work model that allows employees to perform their jobs outside traditional office environments, often from home or other remote locations.

## **Self-Service Solutions**

Digital tools and platforms that enable customers to resolve issues, access information, or complete tasks independently, such as patient portals and online scheduling.

## **Telehealth**

The use of digital communication tools, such as video calls and mobile apps, to deliver healthcare services remotely.

## **Value-Based Care**

A healthcare delivery model that rewards providers for the quality of care they provide, focusing on outcomes rather than the volume of services delivered.

## **Wearable Technology**

Devices worn by consumers, such as fitness trackers and smartwatches, that collect health data and enable remote monitoring.

# Resources

## **Salesforce: Connected Healthcare Consumer Report**

**Source:** <https://www.salesforce.com/resources/articles/connected-healthcare-consumer-report/>

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## **Deloitte: 2022 Global Healthcare Outlook**

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## **McKinsey: The Next Frontier of Care Delivery in Healthcare**

**Source:** <https://www.mckinsey.com/industries/healthcare/our-insights/the-next-frontier-of-care-delivery-in-healthcare>



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**Source:** <https://www.rolandberger.com/en/Insights/Publications/The-rise-of-healthcare-platforms.html>

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**Source:** <https://www.pwc.com/gx/en/issues/upskilling/remote-working.html>

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**Source:** [https://ec.europa.eu/info/business-economy-euro/recovery-coronavirus/recovery-and-resilience-facility\\_en](https://ec.europa.eu/info/business-economy-euro/recovery-coronavirus/recovery-and-resilience-facility_en)

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## **NHS England: What Are Integrated Care Systems?**

**Source:** <https://www.england.nhs.uk/integratedcare/>

# Contact Us

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## Partnering with Excellence: Select VoiceCom

At Select VoiceCom, we are not just a service provider; we are your partner in success, dedicated to your growth and excellence. We meticulously tailor every strategy and solution to not only meet your goals but exceed them, propelling your business to outstanding results.

## Why Choose Select VoiceCom?

Outsourcing to Select VoiceCom offers numerous advantages:

- **24/7 Support:** Enhance patient communication with always-available assistance.
- **Cost Efficiency:** Reduce expenses without compromising quality.
- **Error Reduction:** Minimize clerical errors that cost the healthcare industry over \$100 billion annually.
- **Focus on Care:** Free your internal staff to prioritize patient care.
- **Boost Morale:** Relieve your team from tedious tasks, improving job satisfaction.

## The Select VoiceCom Advantage

- **Philippines-based Expertise:** Leveraging the rich talent pool of one of the world's top BPO destinations, Select VoiceCom offers unmatched expertise in managing comprehensive customer interactions and back-office operations.
- **Customized Solutions:** We understand that each business is unique. Our approach is to custom-build services that fit precisely with your needs, ensuring flexibility, scalability, and effectiveness.
- **Certified Excellence:** Compliance and quality are never compromised. We are HIPAA compliant, PCI DSS certified, and adhere to the highest standards set forth by international compliance bodies.

Join the many healthcare organizations that have trusted Select VoiceCom to streamline their operations and improve patient satisfaction.

# Your Success Is Our Mission

We see our clients' success as our own. By aligning our advanced capabilities with your business objectives, we ensure seamless operations and superior customer experiences. From technology-driven solutions to human-centered interactions, our mission is to provide you with all the tools you need for sustainable growth.

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## Reach Out Today

Start transforming your business with a partner who is as committed to your success as you are.

### Contact our Sales Team at



**855-777-4349**



**info@selectvoicecom.com**



**www.selectvoicecom.com**

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**Join us, and let's reach new heights together.**

