

Virtual Assistance & Front-Office Services

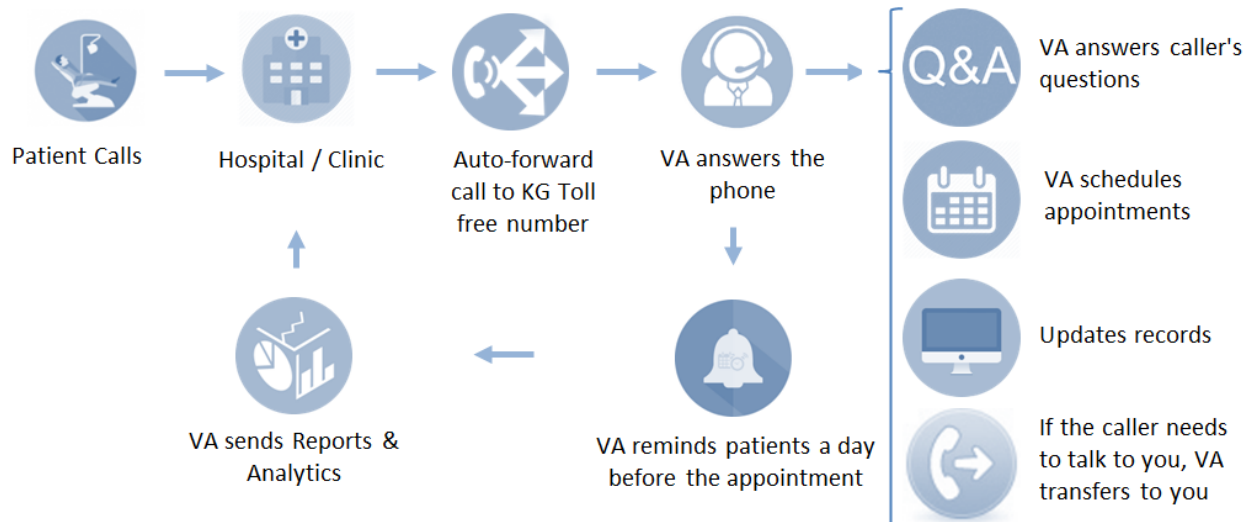
KGiSL specializes in providing friendly, efficient, and fully-customized appointment scheduling solutions for physicians and group practices...and that's just the beginning!

KGiSL Virtual Assistants provide a variety of support services within the existing Practice Management Platform or our in-house platform, workflow, integrating our team with client's to provide the support and flexibility needed to keep costs down and to maximize capacity. Virtual Assistants functions as an extension of client's process and offers support functions. KGiSL's proven expertise in scheduling process allows physician's to gain relief from the challenging, time-consuming manual work, while benefiting from reduced labor and processing costs.

VIRTUAL ASSISTANCE FOR MDs

- ✓ Call Management
- ✓ Appointment Scheduling
- ✓ Enroll New Patients
- ✓ Follow-up with no-show patients
- ✓ Appointment Reminders
- ✓ Maintain Patient Demographics
- ✓ Patient Care & Support
- ✓ Back Office Support
- ✓ Reports & Analytics

Virtual Assistance – Core Processes



KGiSL Advantage

- **Alleviate all the hassle of Scheduling Process**
- **Immediate savings by reducing no-shows**
- **Realize improved compliance**
- **Reduced processing costs**
- **High Accuracy**



KGiSL works with clients to create customized solutions that increase processing control and profit potential. Please contact us for more information about Virtual Assistance Services.

Raises productivity and arms you with operational capacity - KGiSL Virtual Assistance Solution

Case Study: Appointment Scheduling (Virtual Assistance for MDs)

Client Profile:

A top doctor in New Jersey with pain management clinics in three locations

The Landscape:

The clinic accepts both online appointments and those made by phone. Doctor's staffs were fully occupied in attending to the visiting patients on a daily basis and patient scheduling was inefficient. Besides, staff members were manually entering the caller information into the system and to schedule appointments. Inundated with various types of calls, the doctor's office was on the lookout for an appointment scheduling partner that would effectively register patients through its Web site and phone calls.

How we help this client?

We offer a more streamlined process of scheduling to the MD's office enabling them to better serve its patients and reduce the amount of manual work. Core support areas include:

- ☞ When someone calls the doctor's local phone number, the call gets automatically forwarded to our toll free number that we assigned
- ☞ Our Virtual Assistants (VA) answers the phone with the name of doctor's practice
- ☞ Make positive impact on every caller
- ☞ VA answers the caller's questions using information provided to us
- ☞ VA schedules appointments based on doctor's directions and availability
- ☞ If the caller needed to talk to the doctor or a staff, VA transfers the caller to a backline
- ☞ VA calls and reminds the patients a business day before the appointment
- ☞ Follow-up with no-show patients
- ☞ Providing Back Office Support to staff including analytics and reporting that help manage patients effectively

Results:

- ☞ Improved patient service levels and patient satisfaction by 20%
- ☞ Reduced no-shows and the retention rates was up by 10%
- ☞ KGiSL Appointment Scheduling along with other related back office tasks saves more than 20 hours of staff time per week