



15% Lower AHT.
50% Faster Access.
100% Compliance.

Modernizing patient access through secure technology and intelligent outsourcing.



**Healthcare/Patient
Experience (PX)**

Modernizing Patient Access Through Secure, Scalable Healthcare CX

Transforming compliance, visibility, and scale with intelligent outsourcing.

CHALLENGE

A large multi-service healthcare organization managing high volumes of scheduling, billing, medication, and Medicare enrollment interactions struggled to scale within a highly regulated environment. Legacy telephony systems limited operational visibility, staffing volatility created service instability during seasonal surges, and agents were required to verbally deliver complex, regulated disclosures without system-enforced scripting, increasing audit and compliance risk. Leadership needed secure modernization, scalable workforce support, and real-time performance insight without disrupting patient experience.

SOLUTION

Five Star Solutions delivered a phased transformation combining HIPAA-compliant technology modernization with a scalable hybrid operating model.

- **Migrated** legacy systems to Zoom Contact Center with HIPAA-aligned controls.
- **Implemented** real-time analytics and operational dashboards.
- **Deployed** Agent Assist with mandatory verbatim scripting.
- **Expanded** IVR and digital self-service workflows.
- **Transitioned** to a scalable hybrid outsourcing model.
- **Utilized** client-certified EPIC trainers for Day 1 proficiency.

This approach modernized patient access while strengthening governance, scalability, and compliance certainty.

RESULTS

Within the first 90 days, the organization stabilized patient access while eliminating compliance risk and improving operational visibility. Average handle time decreased by 15 percent, patient hold times improved by 50 percent, and quality assurance scores increased by 10 percent. System-enforced scripting delivered 100 percent compliance accuracy, creating audit-ready operations. The hybrid model enabled rapid scaling during peak demand, while EPIC-certified training ensured agents were proficient in complex healthcare workflows from Day 1 — resulting in a more consistent, reliable patient experience.

MEASURABLE IMPACT

↓15% Reduction in Average Handle Time

Faster, more efficient patient interactions

Workflow modernization reduced friction across scheduling, billing, and enrollment support.

↓50% Reduced Patient Hold Times

Expanded access to live support

Hybrid staffing and intelligent routing reduced wait times during peak demand.

↑10% Higher Quality Assurance Scores

Stronger accuracy and service consistency

Guided workflows and EPIC-certified training improved performance reliability.

100% Compliance Accuracy

Audit-ready regulated disclosures

Mandatory scripting and Agent Assist eliminated human error in complex interactions.

MODERNIZE PATIENT ACCESS WITHOUT COMPROMISING COMPLIANCE.

Learn more:

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ABOUT FIVE STAR SOLUTIONS

Five Star Solutions helps businesses deliver exceptional customer experiences through outsourced service, automation, and AI-driven innovation.