



*The Maryland State Medical Society*



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## MEDCHI AND CARING ONE OFFER OFFSHORE CALL CENTER SERVICES

BALTIMORE, July 27, 2022 – MedChi, The Maryland State Medical Society, and Caring One® are now offering outsourcing benefits to MedChi members. The goal is to provide front-end support for physicians, thereby creating a direct connection between patients and physicians without detracting from the practice of hands-on medicine.

While it is an important element, call centers are not typically considered when thinking about the core functions of most healthcare companies. And yet the person answering the phone is usually the first point of contact between the health care provider and his patients. In the case of a call center, it is the “voice” of the clinic, available to the patient before, during, and after scheduled office hours. The call center provides an intermediary contact who is now available to patients twenty-four / 7, 365 days a year, thereby providing much-needed administrative and emotional support. The call center handles all the emergency calls, assist patients in scheduling and keeping appointments, and answer questions related to all aspects of patient journey. For this reason, a third-party call center plays an important role in patient outcomes.

Kyle Richardson, the president of Caring One, described the role of the call center as producing better patient outcomes with substantial cost reductions to the clinic. “Call management is critical to support patient needs at a system’s front door - so to speak,” he explained. “The call center is a resource that helps ensure that every patient is set on a positive path as they deal with issues of care and recovery.”

As the demands for patient engagement grow, more providers are choosing to use the services of an outsourced call center. A recent survey revealed that 62 percent of hospitals have a call center strategy in place with physician practices moving in a similar direction.

“Providing our members with useful resources, such as a quality offshore call center, is an important part of our mission” observed MedChi CEO Gene Ransom. “Outsourced teams take a load off of medical personnel, so that doctors can focus more on patients in the waiting rooms.”



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#### About MedChi

MedChi, The Maryland State Medical Society, is a non-profit membership association of Maryland physicians. It is the largest physician organization in Maryland. The mission of MedChi is to serve as Maryland's foremost advocate and resource for physicians, their patients and the public health of Maryland. For more information, please visit [www.medchi.org](http://www.medchi.org).

#### About Caring One

Caring One is a low-cost provider of healthcare information services for hospitals, MCOs, TPAs, and other healthcare providers, enabling them to manage cases, supervise treatment plans, obtain patient information, and improve patient outcomes. Their mission is to help healthcare organizations accomplish their nonclinical patient service objectives through call centers located in the United States and the Philippines.