

The Adventure of Olivia and Liam

Follow Olivia and Liam on their adventures with Credentialing. Learn how RepClear and help your reps be more customer focused and productive.



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Episode 1: The Credentialing Crisis

Liam is sitting in a hotel lobby, planning his customer visits for the week. His laptop was open to a labyrinth of hospital credentialing portals, each one demanding a unique password, a recent TB test, proof of flu vaccination, and—was that *another* HIPAA compliance training?

“I swear,” Liam muttered, “if I have to upload one more JPEG of my shot record, I’m going to start billing these hospitals for my time.”



Meanwhile, Olivia stops by to say hello to Liam as she is sipping her third coffee of the day. “Liam, you look stressed,” she teased, noticing his furrowed brow as he shuffled past.

“You wouldn’t understand,” Liam groaned. “You’re too busy gallivanting from hospital to hospital, probably ahead of quota. I’ve spent all day trying to get access to St. Benedict’s, and their portal keeps crashing!”



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Olivia smirked. “Oh, Liam. Still managing your own credentialing? That’s adorable. I’ve got Sarah ”

“Sarah? Who is Sarah? Your office admin??” Liam asked, half-joking.

“Nope,” Olivia replied. “Sarah’s my contact at RepClear. They keep all my credentials updated and ensure I am up to date for access to all of my hospital clients. All I have to do is shoot her an email when I need new access. It’s like having a personal assistant—without the attitude.”

Liam rolled his eyes and returns to his laptop to finish updating his credentials. The portal had timed out. Again.



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