

CUSTOMER SUCCESS STORY: HIRE AREGIO TRANSFORMS STAFFING FOR A MEDICAL PROVIDER

BACKGROUND

A small medical provider, renowned for its exceptional care, was facing challenges due to the fast growth of the practice and a lack of qualified office staff. With the number of patients growing daily and plans for expansion into new areas, the clinic's ability to recruit and retain skilled professionals for key office roles became increasingly difficult.

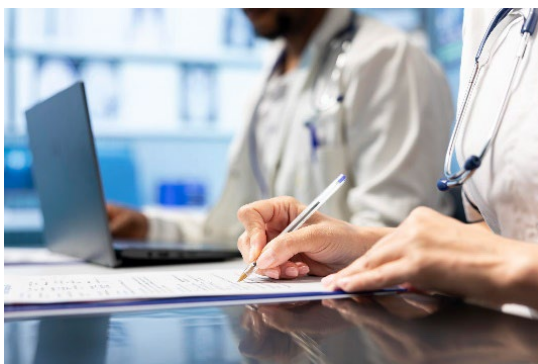


The clinic needed dedicated, full-time staff to handle the crucial aspects of patient management, from scheduling and intake to medical records and follow-up care. However, the cost and time spent on constantly hiring and training staff were diverting valuable resources away from providing top-notch medical care.

CHALLENGE

The clinic was facing high turnover in critical administrative roles, which led to:

- **Unreliable scheduling and intake processes:** The clinic struggled to keep up with new patient appointments, resulting in delays and a poor first impression for some new patients.
- **Inefficient follow-up and case management:** Patients often had trouble getting timely updates on their treatment plans, leading to frustration and dissatisfaction.
- **Communication barriers:** The clinic lacked a reliable system for managing translations and clear communication with Spanish-speaking patients.
- **Poor resource utilization:** The CEO and surgeons were spending valuable time recruiting and training new employees only to see them leave shortly thereafter.



The provider was seeking a HIPAA-compliant partner to help them grow at the pace they desired without sacrificing quality of care.



SOLUTION

After evaluating multiple in-house and remote staffing solutions, the medical provider partnered with Hire Aregio. Hire Aregio offered a tailored approach to address the clinic's unique challenges. Rather than the clinic continuing to hire office staff, Hire Aregio supplied full-time professionals to manage the complete range of patient care services, allowing the clinic to focus on patient care.

The services provided by Hire Aregio included:

1. **Admissions Specialist / Intake Process:** Hire Aregio placed highly skilled intake coordinators who took charge of managing new patient appointments, ensuring that all new patients were seamlessly processed from their first contact with the clinic. The intake process became efficient, organized, and customer-centric, offering patients timely access to the services they needed.
2. **Patient Care Coordinator / Follow-up Process:** The clinic's patient follow-up process was enhanced with the addition of experienced case managers from Hire Aregio. These professionals ensured that patients received consistent updates about their treatment plans and helped coordinate any necessary follow-up care, improving overall patient satisfaction and outcomes.
3. **Translator / Communication Process:** Hire Aregio also provided translators to break down language barriers for Spanish-speaking patients, improving communication and enhancing the overall patient experience. This helped the clinic serve a broader, more diverse patient base without concerns about misunderstandings or miscommunications.
4. **Training Coordinator / Onboarding Process:** By developing and providing relevant training and onboarding programs to each new hire, Hire Aregio was able to increase productivity for each U.S.-based new hire immediately. Questions on processes and software are now directed to Hire Aregio.

RESULTS

By partnering with Hire Aregio, the specialist medical provider saw remarkable improvements in both operational efficiency and patient satisfaction:

- **Improved patient intake and scheduling:** New patients experienced a smoother entry into the specialty healthcare system, which enhanced their initial experience and reduced the administrative burden on medical staff.
- **More effective case management:** With a dedicated case manager in place, follow-up care became more organized, and patients appreciated the consistent attention they received throughout their treatment journey.
- **Streamlined surgery coordination:** Surgery schedules were consistently met without confusion, leading to higher patient satisfaction and fewer last-minute cancellations.
- **Enhanced communication:** Spanish-speaking patients felt more comfortable and supported, leading to better relationships with the clinic and more successful outcomes.
- **Reduced Turnover:** With support from Hire Aregio front desk and healthcare professionals no longer feel over-burdened and are staying with the practice longer.
- **Cohesive training and onboarding:** Learning the systems and processes is no longer a source of frustration for new employees.
- **Realized significant cost savings:** While secondary to upholding an exceptional standard of care and patient support, this healthcare provider projects annual savings of over \$250,000.

CONCLUSION

A Partnership Built for Long-Term Success

By partnering with Hire Aregio, the specialist medical provider not only solved its staffing issues but also paved the way for sustainable growth and operational success. The clinic's ability to retain qualified office staff and provide excellent patient care has been a driving force behind their success. With Hire Aregio as a trusted partner for their staffing needs, the clinic regularly opens new offices, and doctors are eager to join the thriving practice. Professional relationships with post-care providers have been cultivated much faster, resulting in additional referrals to the practice.

The collaboration with Hire Aregio has allowed this medical provider to focus on what they do best—providing high-quality, specialized care to their patients—while knowing that their staffing needs are in expert hands.