



EXTERNAL TELEPHONE ASSISTANCE SERVICE AND ARRANGING OF APPOINTMENTS

YOUR MOST PROFITABLE HOSPITAL,
YOUR MOST SATISFIED PATIENTS.

INTRODUCTION



Your most profitable hospital,
your most satisfied patients.

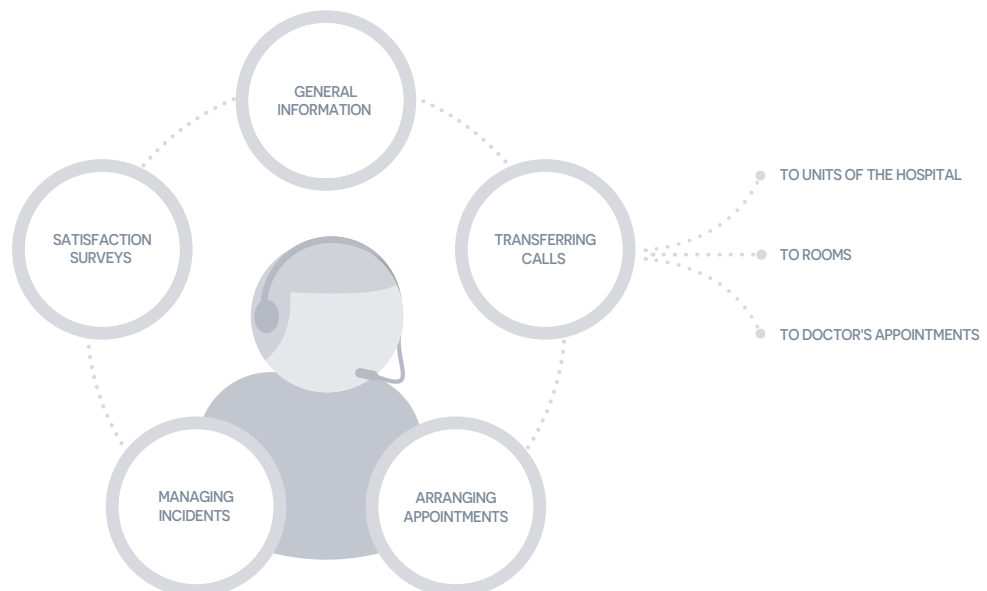


“Did you know that the patients are satisfied with the medical care but that the difficulty of contacting the centre is the aspect with the lowest ratings?”

At Netboss Comunicaciones we can help you to improve the efficiency of your medical care from the outset.

And to reduce costs. And to improve your image and client satisfaction.

Our top quality service is fully outsourced and we can set it up for your hospital or clinic in less than a month.



WHO WE ARE

We are a company specialising in the implementation and management of all kinds of BPO services at a Contact Centre.



Founded in 2000, we are a technology consultancy and services outsourcing with clients from all sectors of activity. This career path has been long enough to give us plenty of experience and short enough for us to have retained all the vitality required for new challenges and projects.

We outsource both projects connected with **business** and support (multi-sectorial) processes, concentrating on specialised Back Office and Front Office processes in which technology and/or knowledge represent a key asset.

We have a **complete multi-channel platform** located in Santander where we work for public/private institutions and companies from various sectors, operating both in a comprehensive manner (Full BPO) and in specific tasks (Out Tasking).

In our offer we combine our capacities (consultancy, technology, and outsourcing), our wide knowledge of business processes, and our network of global resources and partners to develop high-performance models based on differentiation and innovation.

Our mission is to help our clients to achieve partial or complete outsourcing which will allow them to delegate the management of their relationships with their own clients during the whole of its lifecycle, achieving joint objectives and thus achieving success.

COMPREHENSIVE SOLUTIONS FOR YOUR CLIENTS



THE SERVICE



We are professionals in the outsourcing of telephone assistance for our clients and arranging hospital appointments.

We administer all calls made to the hospital; we inform, assist, arrange appointments and their confirmation, put through calls to extensions, etc.

We pass you on to the personal service of qualified specialists familiar with the hospital environment.

We assess the technical and human resources in a flexible manner to adapt to demand; we can answer large numbers of calls and multi-channel enquiries every day.

On a daily basis we draw up service reports with qualitative and quantitative data to give you a detailed view of the activities of your organisation.

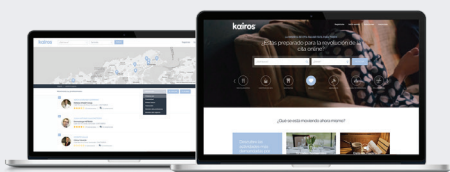
BENEFITS OF THE SERVICE

THE PATIENTS

- Better telephone assistance: quicker and without waiting.
- General information, appointments, and procedures at your immediate disposal.
- Qualified professional attention from the first contact.
- Reminders of appointments, notifications of cancellations or changes, quality surveys.
- Service and attention, differential value.

THE HOSPITAL

- It has a single point of contact-management with the client-patient to guarantee the best response in terms of speed, flexibility, and quality.
- It fully outsources all operations of information, assistance, and telephone management for the client, delegating to a specialised professional team.
- It ensures capacity and flexibility in the providing of the service which is necessary to support new requirements and for your growth and extent.
- It improves the objective of the perceived quality of the hospital by clients, institutions, and the competence and personnel of the same.
- It obtains information on a daily basis on the activities of the organisation; number of calls for consultation, appointments per consultation, origin of patients by post code, calls received, calls answered, etc.



We have a full suite of management apps for appointments for both professionals and patients.

MULTI-SCREEN SOLUTIONS

We have the technology which can be fully integrated into your systems to give your organisation a complete basis for the centralised management of appointments, which also makes it easier for your current and potential clients to arrange an appointment in a totally independent manner.



Interactive Terminals



Apps

SOLUTIONS FOR THE ORGANISATION

With Kairos365 SCH, your organisation will have a complete suite of multi-platform applications which will give you and your team the centralised management of your appointments from any device anytime and anywhere.



1
The patient requests an appointment over the telephone or on the mobility Apps.



2
Administration of the appointment from any device at any time.



3
Reception of the patient at the surgery. Administration of a new appointment.

SOLUTIONS FOR PATIENTS

With Kairos365 SCH, clients-patients can make an appointment in a fully independent manner at any time and from anywhere, without calls and without waiting, with the applications in mobility, on the desktop, the Internet, and interactive terminals.



