



GLOBAL TELESOURCING

Patient
E^xperience



THE **Rx** FOR EXCEPTIONAL **Px**

WHAT IS Px?

Patient experience, or Px, is a key determinant of dental practice success. Health care consumers have extensive choice today, and they expect prompt, considerate attention from the provider offices they select. For good or bad, interactions with front desk staff help shape the long-term patient relationship, even before the practitioner is involved.

The Challenge

Every dental office strives for great Px, but then there are *those days*. The office is full and every appointment slot is taken. Harried staff are frantically entering insurance information, updating patients on wait times, and handling their every request. All the while, phones ring off the hook and employees can barely ask a patient to hold before the next call comes in.

By lunchtime, you're no longer concerned about whether staff has sent out the next day's appointment reminders—you're worried about total mutiny.

Yeah, those days have become business as usual and you need to find a better way.



FLEXIBLE PATIENT CONTACT OUTSOURCING WITH GTPX

Practice groups can now regain office sanity with the same premium contact management services Fortune 500 leaders in telecommunications, energy, entertainment, dining and hospitality, B2B supplies, and other sectors trust to promote their brand reputations. Global Telesourcing has introduced front desk call outsourcing for health care practices, which we call Global Telesourcing Patient Experience, or GTPx.

GTPx is not an answering service—it's a comprehensive Px solution.

With GTPx, dental practices access:

-  **Appointment scheduling & onboarding**
GTPx representatives help patients select the most appropriate office for their needs, make the appointment, acquaint them with the dentist they will see, navigate insurance issues, offer directions, and let them know what to expect when they arrive.
-  **Cost advantage**
Superior Px is available at a measurably lower cost—and with greater flexibility—than traditional office staffing.
-  **A dedicated call management team**
We become your extended front office, indistinguishable to patients from on-site personnel. Your dedicated GTPx front desk team works only for you and exhibits all of the local knowledge and expertise of your best staff.
-  **Powerful analytics**
As an enterprise-class solution, GTPx captures extensive data about call volumes, handle times, patient inquiry types, etc., to understand trends and continually improve service levels.
-  **World class quality**
GTPx applies best practices, processes, and talent built over more than a decade serving the stringent requirements of Fortune 500 companies to ensure truly exceptional Px.
-  **Full integration with Dentrix and other technologies**
GTPx has extensive experience with Dentrix, enabling our patient care representatives to seamlessly access provider schedules, set appointments, enter and update patient details and insurance information, and access billing records.
-  **Flexible call outsourcing**
Keep the calls you want to handle and let us manage the rest. We set up call flow solutions to channel every contact to the right resource, yours or ours.
-  **Outbound contacts**
GTPx leverages low call-volume periods to make outbound appointment reminder, collections, and other calls to maximize show-up rates and revenues. This isn't "an extra"—it's what we do.

With GTPx, your staff can focus on patients on site without the distractions of constantly ringing phones. And you can rest assured that each patient reaching out to the office is receiving immediate attention, accurate information, and streamlined resolution of their needs—all in a warm, empathetic manner by experienced patient care representatives.



HOW WE DO IT

GTPx builds a dedicated front desk team centered on our call center facilities in Monterrey and León, Mexico where U.S. ties run deep and customer care is an upwardly mobile career.

We designed our operations to attract a specific subset of the local talent pool—fluent English speakers who were born, raised, and often worked in the U.S. before moving back to Mexico.

A GTPx team is composed of individuals you would rush to hire if they lived nearby:

- Well educated, articulate patient care experts
- Specially trained in high-touch phone techniques and digital communications
- Fluently bilingual, answering calls in unaccented English but switching seamlessly to Spanish should the patient prefer
- Deeply knowledgeable about your operations, from accepted insurance plans to holiday hours



The Global Local Model

We recognize that GTPx teams must interact with patients as if we were their neighbors. That's why our Global Local model:

- Incorporates staff with existing ties to or prior residency in the locations where you have practices, whenever possible
- Trains extensively in the local details, including geography, driving directions, and difficult-to-pronounce town and road names
- Makes the locale a part of the team identity and surrounds them with up-to-date information that could affect patients, such as severe weather events

YOU KNOW HEALTH CARE. WE KNOW CUSTOMER CARE.

Dental providers know when to bring in other specialists to consult on a case, and patient contact management should be no different. GTPx provides turnkey access to enterprise-level contact management capabilities usually reserved for the world's most prominent brands.

- Cloud-based technologies for call flow and scripting, contact monitoring and recording, and realtime performance management
- Regularly audited systems ensuring compliance with SOC-2, HIPAA confidentiality and PCI Level 1 requirements
- Extensive quality assurance measures, including live and recorded call monitoring and weekly QA scorecard-driven coaching for patient care representatives
- Unique incentive structures to motivate excellence on every call
- Integrated workforce management solutions to maximize efficiency and service levels
- PACE-SRO accreditations verifying our commitment to contact management industry best practices



Stop allowing call management to detract from the essentials of patient care in your dental offices. Deliver a better patient experience at a lower cost with GTPx.

Contact

Craig Edwards
cedwards@globaltelesourcing.com
201.563.1914

Corporate Headquarters

Global Telesourcing, LLC
3101 Wilson Boulevard, #230
Arlington, VA 22201

Customer Experience Centers

Monterrey Campus

Global Telesourcing Mexico, S. de R.L. de C.V.
Aarón Sáenz #1891-1
Col. Santa Maria
Monterrey, Mexico 64650

Leon Campus

Blvr. Mariano Escobedo Pte. 2920
El Tlacuache Poniente, 37500
León, Gto., Mexico