

Inbound Call Center Project Projects

For Healthcare Industry

1. Cover Page

Project Code: TNX-0917
Client Code: 871098/WNC
Country: United Kingdom
Projects for Inbound Call Center Services
Healthcare Support Project
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2. Executive Summary

This proposal outlines an inbound call center service designed specifically for in the healthcare sector. The aim is to provide efficient, empathetic, and HIPAA-compliant support for patient inquiries, appointment bookings, emergency handling, and general health information via a professional call center setup.

3. Project Objectives

- To handle patient calls professionally and promptly.
- To provide appointment scheduling, report delivery, and service inquiry assistance.
- To manage healthcare information in a secure and confidential manner.
- To improve patient satisfaction and reduce hospital front-desk burden.

4. Scope of Services

Inbound Services to be Provided:

- Appointment Booking & Rescheduling
- Doctor Availability and OPD Info
- Lab Report Status / Collection Queries
- Insurance and Billing Inquiries
- Emergency Hotline Handling / Triage (Non-medical)
- Health Program Enquiries (Vaccination, Wellness, etc.)

Hours of Operation:

- 24/7 | 12x6 | Business Hours (as per client requirement)

Supported Languages:

- English

5. Technology Stack

- Cloud Telephony / IVR System
- CRM Integrated with Hospital Management System (HMS)
- Call Recording for Quality Monitoring
- Ticketing System for Follow-ups
- Data Encryption and Access Control for Patient Data

6. Team Structure

Role	Headcount	Description
Customer Care Agents	[25]	Handle patient calls & data entry
Team Lead	[3]	Manage day-to-day operations
QA Analyst	[Optional]	Monitor call quality
Account Manager	[2]	Single point of contact for client

7. Quality Assurance & Compliance

- Adherence to data privacy norms (HIPAA, NDHM, etc.)
- Daily call monitoring and scoring
- Weekly audit reports
- Scripted communication for standardization
- Emergency protocol training for agents

8. Key Performance Indicators (KPIs)

- First Call Resolution (FCR): Target > 85%
- Average Handling Time (AHT): Target < 4 mins

- Call Answer Rate: Target > 95%
- Abandonment Rate: Target < 5%
- Customer Satisfaction (CSAT): Target > 90%

9. Implementation Plan

Phase	Activity	Timeline
Phase 1	Requirement Analysis & Onboarding	8 Week
Phase 2	IVR & CRM Integration	10 Week
Phase 3	Agent Hiring & Training	12 Week
Phase 4	Go-Live	[20/09/2025]
Phase 5	Performance Review & Scaling	Ongoing

10. Pricing

Pricing Model Options:

- Per Agent / Per Month (FTE): ₹[31000]
- Or Per Call: ₹[NA]
- Setup Fee (One-time): ₹[1.55 Lac]
- IVR/CRM/DIALER Setup Cost: ₹[18000/Per Seat]**Refundable

Optional Add-ons:

- WhatsApp or Chat Support Integration
 - Multilingual Agent Support
 - IVR Auto-attendant Customization
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11. Terms & Conditions

- Contract Duration: Minimum [6/12 months]
 - Notice Period: [30/60 days]
 - Confidentiality Agreement: Included
 - Data Ownership: Fully retained by client
 - Payment Terms: [Advance / Monthly]
 - Advance : 25th Days from Live Date
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