

How to Successfully Transition an On-site to a Call Center Service Configuration

EmCare Holdings

"TravelFocus recognized the sensitivity of going from an on-site to a call center environment and helped us manage that transition with little to no issues. They were responsive to our needs and concerns and remain so today."

Bebbian Seiler,
Executive Assistant to the
President and COO, Travel
Manager, EmCare

OVERVIEW

EmCare provides emergency department management in 300 hospitals in nearly 40 states, treating about five million patients per year. EmCare emergency management services include recruiting and hiring medical directors, doctors, and nurses and monitoring their performance. The company also provides administrative functions such as billing, record keeping and physician scheduling.

HISTORY

TravelFocus serviced EmCare's travel program via an on-site agent for a number of years. EmCare decided to move to a call center configuration to reduce costs and gain better coverage/service during high-demand periods.

SUMMARY

Along with a detailed implementation plan, TravelFocus used the following solutions to help EmCare's transition—with rave reviews from travelers and travel arrangers—while also meeting the client's goal to reduce the cost of service. Now, with a 10-year partnership, EmCare serves as a reference client.

IMPLEMENTATION

Challenges

- Travelers and travel arrangers had developed a relationship with the on-site agent
- Additional policy changes accompanied the configuration change
- The change occurred at the same time travel agencies began to charge service fees

Solutions

- Executive-level support: EmCare management communicated their support of the decision
- Relationship building: travelers and travel arrangers met the agents assigned to EmCare to begin developing relationships and trust
- Education: TravelFocus designed and supported a training plan for travelers and travel arrangers on the new policies
- Custom solutions: TravelFocus uncovered the client's key needs and created solutions with demonstrable value propositions
- Account management: TravelFocus assigned an account manager to answer questions, resolve issues and be the point of contact for EmCare travelers and travel arrangers

"I have several travelers whose schedules I oversee. Having access to a team of agents who understand each of those travelers' needs and idiosyncrasies has proven to be significantly better than a single agent who was not always available to me when I needed her."

Heidi Wilson,
Recruiting Project Coordinator,
Management Services,
EmCare