



Leading Patient Contact Services for Healthcare Providers in the U.S.



HEALTH

a GeBBS Healthcare Company

PATIENT EXPERIENCE SIMPLIFIED



Industry Leading Expertise

CCD Health

A GeBBS Healthcare Company

Transforming Patient Access Through Technology and Expertise

Market Leader in
AI-Enabled
Scheduling
Solutions

Trusted by 7 of
Top 10 U.S.
Radiology Groups

Over a Decade of
Healthcare
Excellence

Unmatched Scale and Expertise in Healthcare Scheduling

4M+

Appointments
Scheduled Per Year

Industry-Leading
Volume

750+

Healthcare
Locations Served

Across 15
States

Technology Leadership

AI-Powered Solutions:

- 93% Accuracy in No-Show Prediction
- Equipment and Staff Idle Time Optimization
- Automated Workflow Enhancement

750+ Healthcare Centers Across 15 States

Including 7 of the Top 10 Radiology Groups in the U.S.



Specialized Workforce

84%

Dedicated
Schedulers

Specialized in Patient
Coordination and
Engagement

Bilingual

Services in English
and Spanish

Continuous Training
and Development

Integration Capabilities Compliant and Certified:

- Compatible with All Major Healthcare Platforms
- HIPAA, ISO & PCI DSS Compliant
- Secure Data Management



Patient Contact Solutions

Scalable healthcare operations partner delivering integrated scheduling, data analytics and back-office solutions. Our contact center drives revenue through strategic outreach and referral management, powered by 1000+ specialists.

Core Appointment Service Offerings For Providers



Patient Appointment Scheduling

- Patient appointment management.
- Multi-channel reminders to reduce no-show rates..
- Real-time EHR systems integration for real-time calendar updates.



Patient Follow-Ups and Engagement

- Post-visit care Plan Monitoring.
- Patient Education: Patient Education: Share condition-specific materials to enhance treatment understanding.



Referring Physician Follow-Up

- Track and manage patient referrals to ensure timely physician follow-up.
- Enable seamless provider communication and secure medical record sharing.



Insurance Verification

- Verify patient insurance eligibility and benefits pre-appointment.
- Handle claims preparation and submission to ensure timely payment.
- Secure required pre-authorizations for treatments.

Specialty
Expertise



Oncology &
Cancer Care



Gastroenterology
Support



Orthopedics



Urology



Radiology

Patient Contact Solutions

Ancillary Appointment Service Offerings For Providers



Medical Data Entry

- Enter patient information, medical histories, and treatment plans into EHR systems with high accuracy.
- Perform medical coding and indexing to categorize patient information properly for easy retrieval.
- Ensure compliance with HIPAA standards to maintain patient data security.



Multilingual Medical Transcriptions

- Convert audio recordings of patient consultations, procedures, and notes into accurate written records.
- Specialized transcription needs for various medical fields.
- Ensure confidentiality and data security protocols during the transcription process.



Medical Record Retrieval

- Retrieve medical records from various sources quickly and accurately for patient care or administrative purposes.
- Digitize paper records and integrate them into electronic systems for easy access and management.
- Maintain up-to-date patient records in a secure and organized manner.



Tele-Triage Services

- Coordinate with healthcare providers to ensure patients receive the necessary follow-up care.
- Offer round-the-clock tele-triage services to address patient concerns and emergencies at any time.

Specialty Areas



Oncology &
Cancer Care



Gastroenterology
Support



Orthopedics



Urology



Radiology

Demonstrated Performance Excellence



Operational Efficiency

Up to
60%

Reduction in
Abandoned Calls

Industry-Leading
Performance



Patient Satisfaction

88%

Patient Satisfaction
Rates (NPS)

Above U.S. Industry
Average



Quality Metrics

70+

Quality Metrics
Tracked

Comprehensive Monitoring

Up to
40%

Lower Scheduling
Costs

Short-term ROI Impact

Up to
15.4%

More Appointments
Per Hour

Enhanced Efficiency

360°

Performance
Optimization

Continuous Improvement

Client Success Stories

Reducing Patient No-Shows with CCD's Predictive Model

70%

Reduction in Predicted
Cancellations

+50,000

patients served
annually

25%

Increase in resource
utilization

Using advanced machine learning, CCD helped a 20-location healthcare network tackle their 9.4% no-show rate. Our predictive model achieved a 70% reduction in predicted cancellations and generated over \$300,000 in cost savings across seven locations, while improving patient care and resource utilization.

Decreasing Call Abandonment Rate for a Diagnostic Imaging Service Provider

A Southeast diagnostic imaging provider faced a 27% call abandonment rate, leading to \$12,000 daily revenue loss. Through process optimization, data-driven staffing, and enhanced workflows, CCD reduced abandonment rates by 25% and recovered \$840,000 in revenue within five months.. They have been a valued partner of CCD since November 2019.



Our Clients Can Say It Better

"...definitely having that support on your side with the quality portion. Listening to the calls, see what the tone of the agent is..."



25%
Decrease in Call
Abandonment Rate



\$840K
Of Reclaimed Revenue
During the First Five
Months

Specialist Demo



3 Agent verifies patient information

4 Agent updates medical record

5 Agent performs phone assessment

6 Agent confirms appointment date

PATIENT EXPERIENCE SIMPLIFIED

**Leveraging Technology to
Drive Better Patient Care**

Our Brand Pledge

We leverage technology as a powerful enabler to transform patient care, going beyond mere convenience to drive meaningful improvements in healthcare experiences. Our technological solutions are strategically designed to have a direct, positive impact on care quality, simplifying complex interactions.





Thank You.

www.ccdcare.com

www.gebbs.com