



Hôpitaux Iris Sud | HIS
Iris Ziekenhuizen Zuid | IZZ

MEETING THE NEEDS OF THE EVOLVING HOSPITAL CONTACT CENTER AND IMPROVING THE PATIENT EXPERIENCE

Industry

Hospital & Health
Care



4 Hospitals

- 610 Beds
- 1800 Personnel
- 27.000 Nights per year
- 80.000 Emergency cases
- 2.500 Births

Solution

Nixxis Call-Back

CHALLENGE

Facing the increasing number of incoming calls, much of which should be treated in the emergency room, Hospitals Iris Sud soon found themselves engorged and with the physical inability to handle these calls.

Many patients were dissatisfied because they were not able to reach certain services and went to the hospital to be heard. The priority given to those present, hospitals were overwhelmed and incoming calls even less handled.

Region

Europe

Location

Brussels, Belgium

It became crucial for hospitals to find a solution to face the incoming calls without the use of additional human resources.

SOLUTION

THE ISSUE OF HOSPITAL IRIS SUD: THE TREATMENT OF ALL OF INCOMING CALLS

Any appointment is confirmed using or an SMS voting (when on mobile) or a Broadcast IVR (Interactive Voice Response) to ask in plain English for the patient to confirm his/her appointment.

Today, thanks to the Nixxis Solution appointment centre of Hospitals Iris Sud has reached a dropout call rate near zero.


The solution was implemented on the four sites of activity of Hospitals Iris Sud (Bracops, Molière, Ixelles and Baron Lambert). These are always interconnected. Thus, as noted Madam Reine Berquer, call centre manager, that allows switching the operators available between the different centres of activities according to their respective needs.

On top of that, the hospitals are building a database of the calls handled and are now able to trace the history of any calls as well as issuing statistics on Agent productivity and Service Level to the patients.

RESULTS

THE NIXXIS CONTACT SUITE HAS ENABLED HOSPITALS IRIS SUD IN:




 A SIGNIFICANT INCREASE
IN THE NUMBER OF CALLS
HANDLED PER DAY AND
PER PERSON



 A DECREASE OF DROP OUT
CALLS RATE WITHOUT A
PROPORTIONATE INCREASE
IN STAFF



 AN INCREASE OF EFFECTIVE
CONSULTATIONS
PERFORMED