

## Case Study: Healthcare Industry Clients

# Streamlined, Scalable Support for Modern Healthcare Teams

From patient engagement to billing and executive assistance, Uassist.ME delivered HIPAA-compliant, bilingual workflows that increased bookings by 68% and cut labor costs by up to 58%.

## Supporting Healthcare, One Workflow at a Time

From solo practitioners to regional clinics and world-class hospitals, healthcare organizations trust Uassist.ME to deliver reliable, bilingual, and scalable operational support. Whether it's coordinating patient communication, managing executive calendars, or supporting billing tasks, our teams adapt to your needs and grow with them.

## What We Do for Healthcare Clients



### Patient Engagement & Front Desk Support

- Outbound calling to reengage no-shows and cancellations
- Appointment scheduling and reminders
- Bilingual support for English/Spanish patients
- Patient intake coordination and follow-ups



### Administrative & Executive Assistance

- Calendar management and meeting coordination
- Internal survey creation and logistical support
- Presentation prep and special project participation
- Travel booking and minor research tasks
- Expense report submission and scheduling for executives



### Billing & Credentialing Support

- Insurance verification and claims processing
- Credentialing through CAQH, Medallion, and more
- Submission of superbills and patient billing inquiries
- Updating CRM/EHR systems with provider and insurance data

### Marketing & Digital Visibility Support

- Local SEO optimization and content updates
- Basic analytics tracking and performance monitoring
- Support with CRM data cleanup and digital engagement tasks

### Finance & Departmental Coordination

- Support for contract execution and administrative finance tasks
- Coordination for specific departments like Strategy or Finance
- Reporting and documentation support

## The Results

Category	Result with Uassist.ME
Patient Engagement	+33% increase (80 → 121/month)
Appointment Booking	+68% growth (25 → 79/month)
Conversion Rate	Jump from 36% to 62%
Labor Cost Savings	Up to 58% vs. U.S.-based employees
Client Satisfaction	Average NPS: 9–10



### Why Healthcare Teams Choose Uassist.ME

- HIPAA-compliant workflows from day one
- Bilingual reps trained in empathy and professionalism
- Teams that evolve with your needs — many take on new roles as trust grows
- Full reporting, performance monitoring, and QA baked in
- Seamless integration with tools like Simple Practice, Doxyme, Amazon Connect, and Microsoft Suite

**Support.Simplified**

Learn More on how we can help your business at [uassistme.com](https://uassistme.com)