



CASE STUDY

A Multi-Site Primary Care Group Streamlines Its Contact Center with SpinSci Patient Assist



Case Study



A growing primary care group was managing high call volumes without the tools to support its agents effectively. SpinSci Patient Assist put the right patient context in front of agents at the right moment, reducing handle times and improving the experience for everyone on the call.

ABOUT THE ORGANIZATION

This organization is a multi-site primary care group providing internal medicine and family medicine services across a network of clinic locations. It serves a broad patient population spanning all ages and stages of care, with a strong emphasis on preventive health, chronic disease management, and long-term patient relationships. As the practice has grown, so has the volume and complexity of calls its contact center team handles every day.

THE CHALLENGE

Replacing Manual Processes

As call volumes grew, agents were manually searching for patient records in the EHR during live calls, adding unnecessary time to every interaction and increasing the risk of errors. Without an automated screen pop, there was no reliable way to surface patient context at call arrival.

The result was longer handle times, lower first call resolution, and a team working harder than necessary just to get through the queue.

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“Patient Assist changed how our agents show up for every call. Instead of spending the first part of an interaction searching for a record, they have what they need before they say hello. That shift in how our team operates has been significant, both for efficiency and for the patient experience.”



Director of IT, Multi-Site Primary Care



The Power of Patient Assist

The practice deployed SpinSci Patient Assist integrated with its existing EHR and contact center platform, giving agents a real-time, 360-degree view of each patient the moment a call connected.

- Patient search with screen pop, enabling agents to quickly locate patient records and surface a full profile including demographics, appointments, referrals, and medications the moment a call connects
- A unified agent desktop consolidating all relevant patient data in a single workspace, replacing fragmented multi-system workflows
- Screen pop integration with the EHR, reducing the manual lookup steps that had been adding time and friction to every call
- Consistent configuration across the agent team, establishing a shared platform and workflow standard across all locations

OUTCOMES

For a practice managing a high volume of daily calls across multiple locations, operational improvements in the contact center have a direct impact on patients and staff alike.

- Meaningful **reduction in average handle time**, with agents no longer needing to manually search for records during live calls
- **Improved first call resolution**, as agents can address scheduling, referral, and care coordination requests in a single interaction without callbacks or system delays
- **Higher agent productivity** across the team, with a unified workspace replacing the fragmented multi-system workflow
- A scalable contact center foundation that supports **continued growth** without adding friction for patients or agents



REDUCTION

Reduced average handle time (AHT)



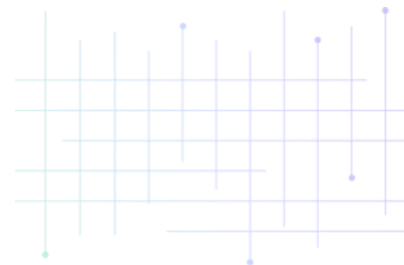
RESOLUTION

Improved first call resolution



SATISFACTION

Higher agent productivity





Get started now

Find out why the world's leading health systems trust SpinSci.

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