

DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

SATISFIED PATIENTS DUE TO NEW COMMUNICATION SYSTEM

With the support of Damovo and the new Mitel Contact Centre solution, Citadelle Regional Hospital has significantly reduced the amount of missed appointments, customer complaints and wait times, whilst handling a 30% increase in call volumes with the same amount of agents.



"VOTRE SANTÉ, NOTRE MÉTIER' – YOUR HEALTH, OUR PROFESSION"



Industry:
Healthcare

Region:
Belgium

Size:
approx. 3,350 employees

www.chrcitadelle.be

About Citadelle Regional Hospital

The Citadelle Regional Hospital (CHR) is one of the largest hospitals in the Walloon region of Belgium and is a hospital of excellence.

With 897 beds, 5 locations, 3,500 employees and over 500 physicians, the hospital serves more than 10,000 patients daily and receives over 530,000 calls per month. They always strive to offer their patients a professional customer service, and their employees a more flexible and pleasurable work environment.

Business Challenge

CHR had two main objectives when searching for a new communication system – to boost the overall levels of customer service delivered to their customers, and eliminate wasted resources on missed appointments.

As part of their customer service plan they developed some key initiatives in order to improve the management of all internal and external calls. Their overall target was to reduce wait time for callers, and more efficiently handle the ever increasing call volumes, without increasing the number of agents. Furthermore they wanted to improve the efficiency of their appointment bookings – reducing the amount of inpatient/outpatient missed appointments.

Solution

CHR chose Damovo to help them achieve their goals. Damovo, in close cooperation with CHR, implemented a user-friendly Mitel solution that makes call handling and appointments more transparent. A unified communications and Contact Centre solution consisting of Mitel's MiVoice MX-One, MiContact Center Solidus and Mitel OneBox Unified Messaging was designed to bring the five different locations together in one single virtual team – capable of handling all client communications.

All incoming contacts are routed using interactive voice response to ensure patients are connected to the right department on the first try. If no employees are available, patients have the option to request a call-back by providing their preferred contact number.

Benoît Degotte, Director Finance and IT/Telecom at CHR comments: "Damovo, as an independent integrator with more than fifteen years of experience in our industry, offering a wide range of available solutions for hospitals, was the perfect match. They did not act as a mere technology integrator, but as a trusted partner, advising us throughout the whole process."

Result

One major issue for the hospital was missed appointments. Thanks to the implementation of online appointment bookings, call-backs and SMS alerts, there was a dramatic decrease in missed appointments, customer complaints and customer wait times. Degotte says: "Patients are now reminded of upcoming appointments through SMS and can easily respond to confirm or postpone."

Despite the levels of incoming calls increasing by 30%, enquiries are now handled more efficiently with the same number of agents. Also accessibility for customers has been extended through the easily accessible online appointment booking system.

The solution has also improved communication for the internal organisation. Tools such as instant messaging, presence, and video conferencing will improve the efficiency of employees, whilst reducing costs.

|| The technology that Damovo implemented offers CHR the best possible solution, integrating new channels of communication. The modern, high quality contact centre enables a better patient experience with higher levels of satisfaction. The patient is at the centre of our concern. This is reflected in our slogan 'Votre santé, notre métier' – Your health, our profession."

Benoît Degotte,

Director Finance and IT/Telecom at CHR

Damovo delivers technology-enabled business efficiencies to enterprises around the world, enabling them to stay ahead in today's digitally transforming world.

Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners. Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Services.

Damovo has regional offices across Europe and a global capability spanning over 120 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

Explore more at www.damovo.com