

Hospital System Cuts Costs and Raises Revenue With iConnectRX



PROSPECT MEDICAL
HOLDINGS, INC.

THE CLIENT

Prospect Health has been a provider of coordinated regional healthcare services for over two decades. Comprising hospitals and affiliated medical groups across Southern California, Connecticut, New Jersey, Pennsylvania, and Rhode Island, Prospect offers comprehensive, affordable care that is tailored to meet the needs of the communities it serves.

THE CHALLENGE

Prospect understood it had an aging, inefficient phone system, as well as a staff tasked with responsibilities beyond simply answering calls. However, managing 17 hospitals and over 60 medical groups meant that Prospect lacked the budget for a complete overhaul. Due to frustrations with the inadequate support offered by big providers, it was also suspicious of any solution that didn't include extensive training and ongoing management.



The opportunity to replicate our success with no capex provides us flexibility and the ability to move fast. The results have been outstanding and the professionalism working with ComTec System has been excellent."

Todd Hoff, Chief Operating Officer, Crozer-Keystone Health System
(a division of Prospect Medical Holdings)

THE SOLUTION

ComTec's iConnectRX unified voice communications platform was just what Prospect's team needed in order to improve communications without increasing overhead. Using its healthcare-specific platform, a full project management team planned, installed, and tested the deployment – all with **no capital expenditure**.



Success Metrics and Monitoring – ComTec's platform provides customized reporting to measure financial success and staff performance for continual optimization.



White Glove Service – ComTec's team planned, installed, and tested the system to ensure that Prospect's staff experienced minimal interruptions while going live.



Customized Training Program – ComTec provides a customized, comprehensive training program as part of Prospect's monthly operating expense.



No Capex Required – ComTec bundled the equipment, platform, and training into a single bill, with no up-front costs.

THE BENEFITS

Pilot installations of iConnectRX were so successful that Prospect decided to roll out the platform to its entire network. Prospect's holdings:

- **Increased revenues**
- **Improved communication engagement among patients, staff, and doctors**
- **Reduced costs**
- **Increased patient satisfaction and loyalty**
- **More patient appointments per inbound call**
- **Higher staff morale**

Prospect can focus on its mission of serving its communities while also serving its bottom line.



We helped implement a culture change that was more patient-centric, and therefore more in alignment with Prospect's financial goals.

Mike Dalia, President, ComTec Consulting