Appointment Scheduling & Reminders
Manage bookings and send reminders to reduce no-shows.

Patient Support & Inquiries
Answer health, medication, and billing questions.

After Hours Support
Handle emergency calls, triage cases, and guide patients.

Pre-Consultation Support
Assist with appointments, tech support, and pre-consultation queries.

Insurance & Billing Support
Verify insurance, assist with billing, and handle inquiries.

Follow-Up & Aftercare
Ensure treatment adherence, schedule follow-ups, and monitor recovery.

Patient Feedback
Collect surveys to improve patient satisfaction and service quality.

Compliance & Data Management
Maintain confidentiality, follow regulations, and manage data securely.

ELITE
Enterprise Solutions

CONTACT US

info@eliteesi.ca

+1 778 861 4072

5757 Beresford Street, Burnaby

www.eliteesi.ca

SCAN THE CODE FOR MORE INFO

ELITE ENTERPRISE SOLUTIONS INC.

YOUR PARTNER FOR BUSINESS GROWTH

Call centers can play a crucial role in helping businesses in the healthcare industry by offering a wide range of services to enhance patient experience, streamline operations, improve overall service delivery, and reduce operational costs by upto 70%.

12%   32%   50%
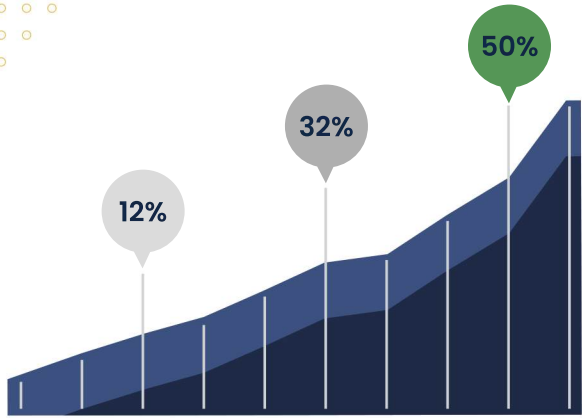
CLOUD-BASED SOLUTIONS

Upgrade your traditional phone system to a high-availability cloud-based solution for enhanced efficiency, cost savings, and valuable insight

DEDICATED AGENTS

Exclusive virtual assistants are dedicated solely to your clinic, with no other commitments.

YOUR ONE-STOP PARTNER

Urgent Care Calls
Triage non-emergencies and connect Hospitals/doctors to medical staff .

Medical Advice
Offer basic health guidance and direct patients to resources.

Prescription Support
Assist with refills and medication inquiries

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