

Overflow support eases pressure for HCA Private Hospitals

HCA [Healthcare UK](#)

Name: Mark Greene

Title: Services Manager

Hospital location: London

“Thanks to Moneypenny, we’re doing the right thing by patients, and capturing more new business; it’s money well spent.”

Business challenge

Increasingly, patients calling HCA Private Hospitals were struggling to reach the reassuring voice of a real person. High call abandonment rates prompted the Hospital Group into action. Told about Moneypenny by another private hospital provider, HCA decided to investigate further.

Solution

Calls that HCA’s in-house teams can’t get to overflow to their dedicated Moneypenny Receptionists. Staff are able to focus on their main priorities, and service levels never suffer. Mark Greene, Services Manager, explains “Not only is Moneypenny invaluable to us during times of high call traffic, but also when we need additional resource short notice, such as staff illness.”

Result

HCA Hospitals are confident they never lose business. “Moneypenny’s detailed call analysis and data reports help us to identify ‘pinch points’ during the week, which in turn assists us with managing our own staffing levels”, concludes Mark. “It’s an absolutely fabulous service and one that we can’t now imagine being without.”

Service highlights

Overflow support
24-hour provision
Business continuity

Most support is needed on: [Mondays and Fridays](#)
Busiest time of day is between: [12pm - 1pm and 4pm - 5pm](#)
Majority of people are calling: [To make a new enquiry](#)

Moneypenny facts

300 healthcare clients on board

Services offered:

- ✓ Overflow support
- ✓ Evening & weekend
- ✓ 24-hour cover
- ✓ Business continuity

Did you know? of all calls are internal – Digital Switchboard reduces call traffic dramatically

18%

Up to **30%** cost saving from outsourcing

Top **5** Best Company to Work For

