



PATIENT EXPERIENCE SIMPLIFIED







Transforming Patient Access Through Technology and Expertise

Market Leader in Al-Enabled Scheduling Solutions

Trusted by 7 of Top 10 U.S. Radiology Groups Over a Decade of Healthcare Excellence





Unmatched Scale and Expertise in Healthcare Scheduling

4M+

Appointments
Scheduled Per Year

Industry-Leading Volume

750+

Healthcare Locations Served

> Across 15 States

Technology Leadership

AI-Powered Solutions:

- 93% Accuracy in No-Show Prediction
- Equipment and Staff Idle Time Optimization
- Automated Workflow Enhancement





750+ Healthcare Centers Across 15 States

Including 7 of the Top 10 Radiology Groups in the U.S.







Specialized Workforce

84%

Dedicated Schedulers

Specialized in Patient Coordination and Engagement

Bilingual

Services in English and Spanish

Continuous Training and Development

Integration Capabilities Compliant and Certified:

- Compatible with All Major Healthcare Platforms
- HIPAA, ISO & PCI DSS Compliant
- Secure Data Management











Patient Contact Solutions

Scalable healthcare operations partner delivering integrated scheduling, data analytics and back-office solutions. Our contact center drives revenue through strategic outreach and referral management, powered by 1000+ specialists.

Core Appointment Service Offerings For Providers



Patient Appointment Scheduling

- Patient appointment management.
- Multi-channel reminders to reduce no-show rates..
- Real-time EHR systems integration for real-time calendar updates.



Patient Follow-Ups and Engagement

- Post-visit care Plan Monitoring.
- Patient Education: Patient Education: Share condition-specific materials to enhance treatment understanding.



Referring Physician Follow-Up

- Track and manage patient referrals to ensure timely physician follow-up.
- Enable seamless provider communication and secure medical record sharing.



Insurance Verification

- Verify patient insurance eligibility and benefits preappointment.
- Handle claims preparation and submission to ensure timely payment.
- Secure required preauthorizations for treatments.















Patient Contact Solutions

Ancillary Appointment Service Offerings For Providers



Medical Data Entry

- Enter patient information, medical histories, and treatment plans into EHR systems with high accuracy.
- Perform medical coding and indexing to categorize patient information properly for easy retrieval.
- Ensure compliance with HIPAA standards to maintain patient data security.



Multilingual Medical Transcriptions

- Convert audio recordings of patient consultations, procedures, and notes into accurate written records.
- Specialized transcription needs for various medical fields.
- Ensure confidentiality and data security protocols during the transcription process.



Medical Record Retrieval

- Retrieve medical records from various sources quickly and accurately for patient care or administrative purposes.
- Digitize paper records and integrate them into electronic systems for easy access and management.
- Maintain up-to-date patient records in a secure and organized manner.



Tele-Triage Services

- Coordinate with healthcare providers to ensure patients receive the necessary follow-up care.
- Offer round-the-clock teletriage services to address patient concerns and emergencies at any time.















Demonstrated Performance Excellence



Operational Efficiency

Up to

60%

Reduction in Abandoned Calls

Industry-Leading Performance

Up to

40%

Lower Scheduling
Costs



Patient Satisfaction

88%

Patient Satisfaction Rates (NPS)

Above U.S. Industry Average

Up to

15.4%

More Appointments
Per Hour



Quality Metrics

70+

Quality Metrics Tracked

Comprehensive Monitoring

360°

Performance Optimization





Client Success Stories

Reducing Patient No-Shows

with CCD's Predictive Model

70%

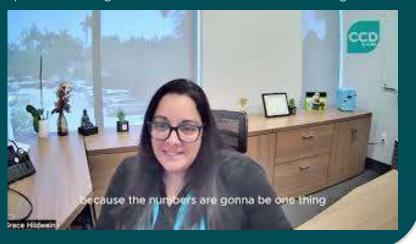
Reduction in Predicted Concellations +50,000

25% Increase in resource utilization

Using advanced machine learning, CCD helped a 20-location healthcare network tackle their 9.4% no-show rate. Our predictive model achieved a 70% reduction in predicted cancellations and generated over \$300,000 in cost savings across seven locations, while improving patient care and resource utilization.

Our Clients Can Say It Better

"...definitely having that support on your side with the quality portion. Listening to the calls, see what the tone of the agent is..."



Decreasing Call Abandonment Rate for a Diagnostic Imaging Service Provider

A Southeast diagnostic imaging provider faced a 27% call abandonment rate, leading to \$12,000 daily revenue loss. Through process optimization, data-driven staffing, and enhanced workflows, CCD reduced abandonment rates by 25% and recovered \$840,000 in revenue within five months.. They have been a valued partner of CCD since November 2019.



Recovered Revenue — Abandonment Rate

25% Decrease in Call Abandonment Rate

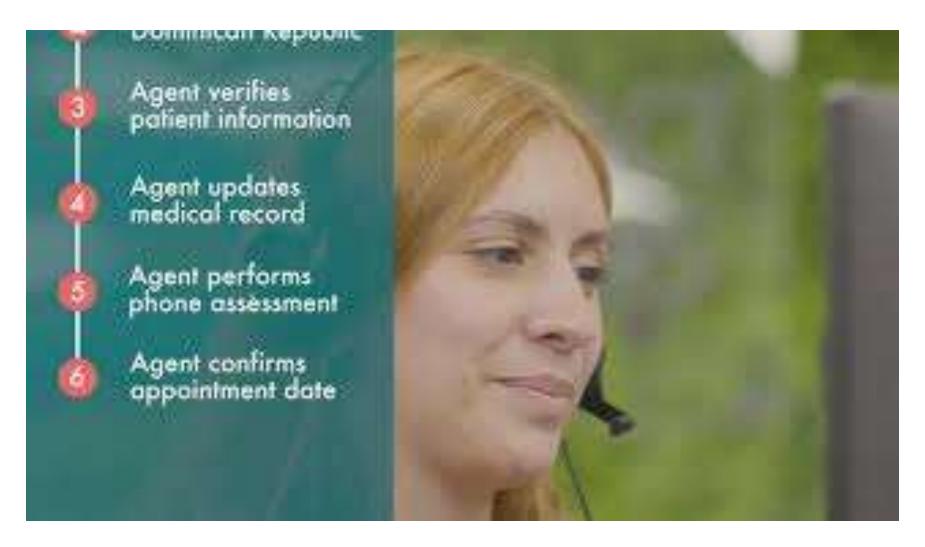








Specialist Demo







PATIENT EXPERIENCE SIMPLIFIED

Leveraging Technology to Drive Better Patient Care

Our Brand Pledge

We leverage technology as a powerful enabler to transform patient care, going beyond mere convenience to drive meaningful improvements in healthcare experiences. Our technological solutions are strategically designed to have a direct, positive impact on care quality, simplifying complex interactions.













Thank You.

www.ccdcare.com www.gebbs.com