



Mercy Hospital & Medical Center Selects American Health Connection as Medical Call Center Partner

Strategic Partnership is designed to drive revenue, improve efficiency and increase patient satisfaction.

Beverly Hills, CA ([PRWEB](#)) August 19, 2013 -- Mercy Hospital & Medical Center, Chicago's first teaching hospital, has selected American Health Connection as its medical call center partner. American Health Connection operates a 24/7 medical call center specializing in a wide range of services including patient scheduling, pre-registration, appointment reminders and discharge follow-up calls, all of which are available on an outsourced basis. Additional services include text messaging, online call me back requests and live chat with American Health Connection's professionally-trained Patient Communication Specialists™.

“After a lengthy due diligence process we chose American Health Connection as our medical call center partner. We were particularly impressed by their patient-centric approach and technical expertise,” said Constance A. Murphy, Vice President of Marketing, at Mercy Hospital & Medical Center. “We are excited about rolling-out some of their new product offerings like their live chat and online call me back requests. These services will not only be more efficient but will also increase patient satisfaction and help reduce missed appointments.”

Over the next few months, elective reminders by text will be integrated into the appointment reminder flow as well as many other features and enhanced services designed to increase patient loyalty and drive revenue.

“We are truly honored that Mercy Hospital & Medical Center selected us as their medical call center partner,” said Todd Krim, Vice President of Business Development, at American Health Connection. “Not only is Mercy one of the most prestigious hospitals in Chicago but they are also one of the most progressive. We can't wait to implement our new and exciting product offerings that will really set Mercy apart from other hospitals.”

About Mercy Hospital & Medical Center

Mercy Hospital is a member of CHE Trinity, which is the new health ministry formed by the consolidation of Trinity Health and Catholic Health East. Mercy Hospital & Medical Center has served Chicago for over 160 years. With 320 staffed beds, Mercy is a Level II Trauma Center, complete with a comprehensive network including the Mercy Family Health Center, a look-alike Federally Qualified Health Center (FQHC), the Mercy Foundation, Inc., the philanthropic arm of the hospital, eleven auxiliary care facilities, MercyWorks occupational health program, and two school-based health centers in Wendell Phillips and Dunbar Vocational Career Academies. Mercy has a teaching affiliation with the University of Illinois at Chicago and the University of Chicago. Mercy's commitment to quality is demonstrated through our numerous accreditations, distinctions and designations including: a superior Cardiovascular Institute with an Accredited Chest Pain Center, a certified Stroke Center; a Diabetes Treatment Center and leading Cancer Center, both accredited for excellence. Mercy is also the first hospital in Chicago to have an FDA-approved carotid artery stenting procedure as well as the first to perform Laparo-Endoscopic Single-Site surgeries. To learn more about Mercy Hospital, visit <http://www.Mercy-Chicago.org/>.

About American Health Connection



American Health Connection is a leading provider of medical call center services. American Health Connection's call center services include patient scheduling, pre-registration, appointment reminders and discharge follow-up calls. Additional services include text messaging and online chat with patient portal integration. American Health Connection, with headquarters in Beverly Hills, California, is 100% U.S.A.-based and offers multilingual services. To learn more about American Health Connection, visit <http://www.AmericanHealthConnection.com/>.

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