

OUTSOURCED CALL CENTER EFFECTIVENESS

In clinical research, maintaining effective and timely communication with patients is essential for successful recruitment, retention, and study compliance. While in-house clinical staff often balance patient care with administrative responsibilities, they may lack the capacity to ensure consistent and prompt follow-ups. ImageBloom's dedicated call center offers a tailored solution, providing a range of advantages that streamline clinical trial operations and enhance patient engagement.

1. Exceptional Patient Engagement and Timely Follow-Ups

- **Specialized Team:** The ImageBloom Call Center is staffed with experienced professionals trained in patient communication, ensuring calls are empathetic, clear, and compliant with study protocols.
- **Fast Turnaround:** With a dedicated team solely focused on patient communication, ImageBloom ensures follow-ups are handled quickly and effectively, minimizing delays and keeping patients engaged.
- **Proven Results:** Studies show that consistent patient follow-ups can increase retention rates by 20-30%, which ImageBloom is equipped to achieve.

2. Scalability and Adaptability

- **Efficient Handling of Volume:** The ImageBloom Call Center can seamlessly manage high call volumes, which may otherwise overwhelm clinical staff already juggling multiple responsibilities.
- **Accessibility:** ImageBloom offers flexible schedules, including evening and weekend availability, accommodating patients across various time zones and preferences.
- **Customizable Solutions:** The call center can scale its operations based on the specific needs of your trial, whether during high-demand recruitment phases or steady-state follow-ups.

3. Cost-Efficient and Timesaving

- **Streamlined Operations:** Outsourcing to ImageBloom eliminates the need to hire, train, and manage additional in-house staff, saving time and reducing operational expenses.
- **Focus on Patient Care:** By handling patient communications, ImageBloom allows your clinical team to concentrate on direct patient care and study oversight, optimizing their expertise for critical tasks.

4. Enhanced Data Accuracy and Reporting

- **Technology-Driven Processes:** ImageBloom utilizes advanced systems to ensure precise data collection, documentation, and reporting, reducing the risk of errors.
 - **Actionable Insights:** Detailed analytics on call outcomes, patient inquiries, and engagement trends provide valuable feedback to refine your study protocols.
 - **Regulatory Compliance:** Our team ensures all communication adheres to regulatory requirements and study-specific guidelines.
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5. Demonstrated Success with ImageBloom

- **Boosted Recruitment:** Trials using the ImageBloom Call Center have seen recruitment rates improve by **25-40%**, thanks to consistent patient outreach and communication.
- **Improved Retention:** With proactive patient engagement, ImageBloom has helped clients reduce dropout rates by up to **15-25%**.
- **Enhanced Satisfaction:** Patients receiving regular communication through ImageBloom report satisfaction rates of over **85%**, fostering trust and loyalty.

Choosing ImageBloom's Call Center over relying on in-house clinical staff is a strategic decision that brings specialized expertise, efficiency, and measurable results to your clinical trial operations. By partnering with ImageBloom, you'll not only enhance patient experiences but also maximize the success of your studies.

Contact our team to learn more @ info@imagebloom.com or **866-937-2566**

