



# Advanced Service Centers

**SEAMLESSLY CONNECTING CARE SEEKERS WITH YOUR HEALTH SYSTEM**

Few healthcare organizations have fully realized the value that comes from operationalizing a consumer-focused Advanced Service Center to meet strategic and functional goals.

Today's financial pressures and market dynamics have dramatically increased the criticality of high performing access and service functions. Among these factors are heightened consumer expectations, the need to control costs and optimize revenue, increased complexity of care delivery, risk from insufficient communication and coordination, and the desire to maximize technology investments. Legacy access centers and practice structures are latent with inefficiencies and redundancies, and often fail to meet internal and external consumers' needs.

Provider organizations can no longer wait to initiate or accelerate efforts to deploy a high-performing Advanced Service Center as key driver of growth and consumer experience.

## We can help.

We bring expertise across all dimensions of Advanced Service Center development, including overall access strategy alignment, capacity management, patient financial management, referral management, scheduling, care navigation, referral management, virtual care integration, and supporting processes, structures, and technologies. We work with you to generate value through purposeful planning, meaningful provider engagement, and an unwavering consumer-focused mentality.

We Will Partner with You **at Any Stage** of Your Service Center Development Journey



## The Results You Can Expect to See

Our clients experience measurable results:



Reduced referral leakage and increased patient volume.



Maximized productivity and utilization of provider and ancillary capacity.



Enhanced coordination of care and patient engagement.



Increased staff efficiency and reduced costs per encounter.



Improved revenue capture and timeliness of patient payments.

# A Proven Partner You Can Trust



## We Bring:

- Broad and deep service center experience across all domains
- Seasoned, interdisciplinary teams focused on sustained results
- An approach to advancing patient access that is unmatched in the industry
- Deep expertise in existing and emerging information technology solutions
- Robust focus on physician alignment and change management

## Client Experience

Our representative clients:

University of Vermont Health Network

Moffitt Cancer Center

Beth Israel Lahey Health

Augusta University Health

Virtua Health

CentraCare

Southcoast Health

Fairview HealthEast

## Reimagine your consumers' experience.

Advanced Service Centers enable health systems to meet the multivariate needs of care seekers in a way that builds and maintains longstanding, trusted relationships.

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## About The Chartis Group

The Chartis Group® (Chartis) is a leading healthcare advisory services firm serving healthcare providers, payers, service organizations, and investors. Different by design, Chartis brings an unparalleled breadth and depth of expertise in strategy, performance transformation, digital and technology, clinical quality and patient safety, workforce, and strategic communications. Learn how Chartis is helping to build a healthier world at [www.chartis.com](http://www.chartis.com).

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