



Frictionless patient care, simplified

Elevate patient experience with TTEC's expert technology and talent




Healthcare providers are experiencing the pain of what feels like competing priorities. They need to improve patient satisfaction and, at the same time, reduce costs. With a mandate to "do more with less," providers must focus on getting the basics right.

We help healthcare providers continuously optimize patient experience and business outcomes through the powerful combination of advanced technology and human expertise — delivering greater patient satisfaction at a lower cost.

The patient experience mandate


Market trends are driving new priorities and emphasizing the need to simplify and optimize the patient experience through integrated technology and human-centered care.



Integrate, don't overcomplicate
Integrating and simplifying channels is a major way providers can deliver seamless and consistent patient experiences.




Prioritize interoperability
CX centers need to integrate with a range of platforms such as EHR systems, medical devices, telemedicine platform, pharmacy systems.




Leverage AI to drive outcomes exponentially
AI-powered tools like agentic AI, real-time translation, and advanced insights can automate routine tasks, predict patient needs, personalize care pathways, and scale human expertise across languages and time zones.




Go beyond business-as-usual technology
Digitization of healthcare and delivery models will drive the need for investment in technologies to enable the modern experience.



Supercharge specialized skills
A patient-centric approach requires active listening, empathy and medical/healthcare knowledge. AI-enhanced training can get associates up to speed quickly.



Partner strategically
New business models are emerging due to efficiency and cost pressures, so providers need a strategic CX partner who can integrate systems and cultures.



Focus on member protection
Prioritize data security and compliance by investing in security technologies and best practices.

TTEC's impact in healthcare at a glance

21+

years experience as a Healthcare leader

Excellence in Contact Center, AI, Technology, Analytics, & Consulting

8-16K+

Sidebar Body

7K

Licensed Agents in support of AEP

83 NPS

across all Healthcare clients

82%

Employee Engagement Score

Source: TTEC clients



Tech-enabled services to support the entire patient journey

We empower providers to deliver exceptional, data-driven experiences at every touchpoint.

Patient experience consulting

We help providers understand and evaluate the patient journey by leveraging advanced analytics, AI-powered insights, and automation. We identify areas for improvement using predictive modeling and sentiment analysis, then develop powered by our omnichannel contact center technology.

Back office and administration

Through our digital CX solutions, intelligent workflow optimization, and integration with EHR systems and healthcare platforms, we transform back-office administrative processes while ensuring data security and compliance — freeing clinical staff to focus on patient care.

Patient experience care

We focus on addressing patients' needs, concerns, and inquiries through our platform that seamlessly blends AI-assisted support with empathetic human interaction. We provide patients with assistance, guidance, and information to ensure a positive healthcare experience.

Technology-powered patient support

We empower healthcare providers to deliver exceptional patient experiences by integrating advanced technology with human expertise at scale. Our solutions leverage AI and intelligent automation to transform every aspect of healthcare operations, from patient engagement and clinical workflows to administrative efficiency and multilingual support.

Proven results for healthcare providers

We transform healthcare contact centers into value drivers, cutting costs and boosting performance through our specialized expertise and best-in-class technology.



\$80K/MONTH INCREASED REVENUE

Seamless scheduling process

We redesigned the scheduling process to reduce first-appointment availability from 9–140 days to 0–12 days, reduced no-shows from 8% to 4% and increased incremental revenue by \$80,000 per month.



\$3M ANNUAL COST SAVINGS

Cloud-based communication ecosystem

We developed and deployed a communication ecosystem that identified over \$3 million in annual cost savings opportunities.



40% GROWTH OVER 5 YEARS

A centralized contact center strategy

We developed a centralized contact center strategy that promoted an omnichannel approach and integrated processes, delivering a best-in-class patient experience.

Ready to transform your patient experience? We can help.

ABOUT TTEC

We are TTEC (NASDAQ: TTEC). The architects and builders of next-generation customer experiences. For over four decades, we've been shaping and redefining what it means to connect brands with their customers: Seamlessly, intelligently, and with lasting impact. We partner with the world's most iconic and disruptive companies to design and deliver AI-powered, digital-first experiences that don't just serve customers, but exceed their expectations. Every interaction. Every touchpoint. Every time.

TTEC Engage is our front-line engine delivering AI-enabled services that include customer engagement, acquisition, tech support, fraud prevention, back-office and more. Our TTEC Digital division builds the future of CX, crafting omnichannel platforms, CRM solutions, AI-driven insights and analytics that power smarter, more personal engagements. Operating across six continents, we fuse technology and human empathy to turn challenges into opportunities, interactions into relationships, and brands into legends. Bringing humanity to business is our purpose. Excellence is our standard. And the results? Happy customers. Stronger businesses. Unstoppable growth.

Join us. Experience the bold CX revolution at [TTEC.com](https://www.ttec.com)