



The Hospital + Healthsystem  
Association of Pennsylvania

*Leading for Better Health*

**HAP Memo 18-06**

February 22, 2018

**TO:** Chief Executive Officers, Chief Financial Officers, and Chief Operating Officers of HAP Member Hospitals and Health Systems

**FROM:** Andy Carter, President and Chief Executive Officer

**SUBJECT:** HAPevolve Announces Endorsement of Tunstall Americas Contact Center Solutions

**Issue and Recommended Action:** HAPevolve is pleased to announce the exclusive endorsement of Tunstall Americas. After an extensive due diligence process, HAPevolve recently entered into an endorsement agreement with Tunstall Americas for its contact center solutions. Tunstall Americas was selected for its connected health care solutions designed to increase patient access and engagement.

Tunstall Americas provides the following call center and related services:

- Appointment scheduling for clinics and outpatient departments
- Appointment reminders through multiple strategies, including live calls, automated reminders and text reminders
- Pre-/post-discharge follow-up and scheduling
- After-hours answering services (24/7 coverage) for clinics and physicians' offices
- Physician referral services that match specialists with patients' insurance coverage
- Financial/insurance pre-screening and counseling services
- Pre-registration for clinic visits
- Paging services for individual physicians and rapid response teams
- Patient outreach programs and surveys that focus on critical patient satisfaction indicators, such as call waiting times, recent visit experience, and appointment availability
- Overflow services aimed at providing backup for scheduling appointments, taking patient messages, etc., during periods of high call volume
- Detailed reporting about patient calls and outcomes

These services, which are available in several languages, have a proven track record for helping hospitals and health systems improve their operational efficiency. Using Tunstall's live and automated patient call reminder services, for instance, one large New York City-area hospital significantly reduced patient no-show rates at its clinics. Specifically, in three months, the no-show rate at the hospital's women's health clinic dropped from 38 percent to 24 percent and the no-show rate at an adult medicine clinic dropped from 33 percent to 26 percent.



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HAP Memo 18-06  
February 19, 2018  
Page 2

Tunstall services help hospitals reduce no-show rates and preventable readmissions, increase fill rates, and manage outpatient populations effectively. Working in tandem with hospital clients, utilization of Tunstall services has increased patient satisfaction by decreasing time to answer or call abandonment.

**Background:** Formed in 2012 when Tunstall Healthcare Group acquired the American Medical Alert Corporation, Tunstall Americas is the leading global provider in remote care and safety monitoring. Tunstall provides specialized health care call center services and personal emergency response products and services. Operating in more than 50 countries, and supporting 3.5 million people worldwide, Tunstall offers more than 55 years of experience to its clients. Tunstall contact centers are located in Long Island City, New York and Pawtucket, Rhode Island.

Tunstall also has earned the exclusive endorsement of the Greater New York Hospital Association.

Tunstall joins Alliant Employee Benefits, Commerce Bank, Truven Health Analytics, VisiQuate and Vizient in the HAPevolve endorsement portfolio.

**Member Action:** HAP recommends that Pennsylvania hospitals and health systems strongly consider Tunstall Americas' solutions and work with Tunstall to receive an estimate of the health of your current contact center solutions and potential cost savings from utilizing Tunstall. Member discounted pricing is available.

**For More Information:** Contact [Courtney Stoner](#), HAPevolve's director, business development, at (717) 561-5357 or visit HAPevolve's [website](#).