

Supporting the Healthcare System with Essential, Life-Saving COVID-19 Services

COVID-19 has pushed healthcare organizations beyond their capacity. Caregivers and emergency response teams have been stretched thin, and these challenges are far from over as infection rates are once again on the rise. Continued contact tracing, patient testing, and symptom monitoring remain crucial. Plus, with viable vaccines on the horizon, a third wave of support needs is just around the corner. However, most healthcare organizations are ill-equipped to ramp support services up and down quickly or at such a scale.

Identify Process and Support Needs to Streamline Patient Support

To continue providing the public with essential health services they need, governments must address these common pain points:

Ultra-Fast Implementation

Reduce delays in support with a rapid deployment model.

Privacy and Confidentiality

Protect patient data with our extensive security software, multi-factor authentication tools, and device lockdown protocols.

Scale Quickly to Meet Surging Support Needs

Easily scale up or down as support needs and volumes change.



Transform and Scale Your Healthcare Services to Save Lives

With decades of experience supporting healthcare agencies and organizations around the world, Teleperformance has the industry expertise, proven practices, and strict protocols to deliver robust crisis management services. We can manage the complete vaccination process, from managing product procurement and distribution to vaccination logistics, including patient education and scheduling.

Our End-to-End Solutions

- Inbound patient support lines
- Outbound patient tracking
- Scheduling remote consultations and diagnosis
- Vaccination outreach, scheduling, and tracking
- Support for medical payers (in some countries)
- Essential services and emergency medical response
- Rapid crisis response and solution implementation



Test



Track



Trace



Care



Vaccinate

Essential COVID-19 Services in Action

A Local Government Ministry of Health in the European Union, in partnership with Teleperformance, launched COVID-19 inbound and outbound lines to support public testing services.

1,400+ agents were hired and trained in less than two weeks

95% inbound line for test appointments

Outbound calls for negative test results delivered within **5-10 hours**

97% of inbound calls are handled

Teleperformance's Global Presence

- 
- Over **40 years** of experience and leadership in the BPO market
 - More than **330,000 employees**
 - Serving over **170 markets** in 80 countries

[Click here](#) to read more about Teleperformance's COVID-19 services, or [connect with us](#) to discuss how we can best serve your needs.

