

Top 5 Benefits for Healthcare Providers When Outsourcing





The global healthcare industry's interest in outsourcing has grown massively in recent years due to the industry's drive to reduce costs while still being able to provide quality healthcare service.

When COVID-19 became a pandemic it took a hit not just in people's safety but also in businesses. Healthcare providers have had to rethink different ways on how to be able to cater to their patient needs by addressing and scheduling onsite visits, meeting patient needs remotely, managing an influx of patient data and more.

Globally, people started turning to [telehealth](#) not just as an alternative but as the main solution in addressing COVID-19 and non-COVID-19 related cases. We believe that Telehealth is here to stay.

Around 10 years ago, the industry limited their outsourcing to medical data entry and medical transcription. But with the growing awareness that outsourcing has greater benefits for healthcare organizations and hospitals, many are looking into outsourcing healthcare information management systems, clinical research, Big Data, medical billing, and IT needs to keep patient data secured among many others.

With technology evolving and changing, more and more organizations are learning and taking advantage of tools and talent that can make providing healthcare easier, reduce operating costs and increase their profit gain.

According to Jonathan Clarke, Assistant Professor of Health Policy and Administration at Penn State University, "Outsourcing is something we should think about, especially when it fuels efficiency and expands access to healthcare, but we need to be intelligent about it so as not to put patient safety at risk." He also stated that around 90% of the hospitals in the United States are outsourcing some services, particularly radiology service.

According to Peter Drucker, a management consultant, educator and author, "Do what you do best, and outsource the rest."

Lastly, a quote from Lee Kwan Yew, former prime minister of Singapore, "If you deprive yourself of outsourcing and your competitors do not, you're putting yourself out of business."

Below are 5 reasons the healthcare industry can keep in mind when thinking about outsourcing their RCM:

1. Critical Mistakes Are Avoided

According to Tom Lowery in his article entitled "8 Ways Outsourcing Can Help Hospitals and Patients", US hospitals leave about \$125 billion on the table each year because of poor medical billing practices. He adds that 80% of medical bills contain errors. One factor that contributes

to this is that some hospitals are not updated with currently changing billing rules and regulations. With outsourcing, healthcare organizations can have a dedicated team of trained professionals that focuses on billing purposes.

2. Reduced training costs

Healthcare organizations that outsource their processes don't need to worry about shelling out extra money for education, software or staff training since the outsourcing partner sees to it that their employees are up to date with the latest changes in standards and regulations.

Not only that but because there are so many different tools and opportunities

available in the market, your outsourcing partner can efficiently and effectively adapt to what is best for your team and business. Everything needs to be the right fit to the needs of your organization in order to focus on patient-care and still grow your business.

3. Ease of Access to experts and trained professionals

There are a plethora of people looking for jobs but it's not just about finding the right person but building a great team that best fits your company, together with your outsourcing partner. And whomever is found, the candidate will go through an A+ recruitment process that will be customized based on your company requirements to understand the individual's core values and calibrate their skills.

After, when they join the company, they will be ready to take on the job because they have been vouched by your outsourcing partner (with your guidelines) that they are suited to grow and help your business.

4. More time to focus on giving quality patient care

Together with an outsourcing partner, they will identify your unique needs so that they can propose the type of teams you may need in order for you to focus on providing patient care.

It can range anywhere from medical coding, billing, revenue cycle management, data analysis, patient concierge or anything that leads you to deviate from focusing on giving patient care.

Outsourcing to the right team will help healthcare providers to lessen their tedious administrative tasks and managing workload, and allow them to provide the best and most positive patient care experience and improve on it as well.

For the business, that means reduced costs and opportunities to grow the business because you'll not only be able to manage needs for patient-care but the goals of the business.

5. Save On Cost Without Compromising Quality of Business

The biggest advantage of outsourcing and working together with them to build a great team are the reduced costs in healthcare operations. Outsourcing brings in huge savings with its low cost manpower and infrastructure.

According to a [Black Book Survey](#), In order to break even, average hospital costs will have to be reduced by 24% by 2022.

Healthcare outsourcing can help save companies up to 70% operational costs. Aside from taking care of staff acquisition and retention, having an outsourcing partner also reduces excess administrative costs since the direct benefit of outsourcing is financial surge.

Why Infinit-O?

At Infinit-O Global, we are committed towards the success of every client.

Whether you're a start-up or an established organization, we view your business as our business and respond immediately to all your needs. We are dedicated to innovation and excellence in all healthcare business processes. Our clients commend us for consistently delivering optimum results and a delightful customer experience.

The Philippines is A Top Healthcare Outsourcing Destination

[Recently, the Philippines has become one of the top healthcare outsourcing destinations thanks to its massive qualified workforce, infrastructure and technology.](#) The country's outsourcing

industry has grown over the recent years and is forecasted to hit \$55 billion in revenue this 2020. "The Philippines right now, with the way you've been able to show how successful you can be with other industries with BPO and other areas, healthcare is the industry where you could play the mark of the world leader," said public sector and healthcare leader at PricewaterhouseCoopers (PWC) Southeast Asia Consulting.

The BPO industry in the Philippines plays an important role in contributing to the economy of the country. Because of that, there is no sign that Outsourcing Partners will ever stop finding ways to stay competitive, stay ahead and provide opportunities for all types of businesses



The Infinit-O Healthcare Difference

Technology Agnostic

We believe there is no 'one size fits' all in the Healthcare industry. We utilize a wide array of the latest world-class technology tools and platforms to effectively solve the unique challenges of our partners. We automate various system administration tasks to make the infrastructure flexible and dynamic to the needs of the business and meet service level commitments.

Not only that, we find and train the right people to expertly handle the tools. Any tool (EHR and other healthcare

related softwares), however great, can only ever be maximized by an equally great person operating it.

What You Can Expect of Us

Our goal is to help companies around the globe to grow and prosper by enabling them to experience the full benefits of partnering with a strategic outsourcing company.

We are here to

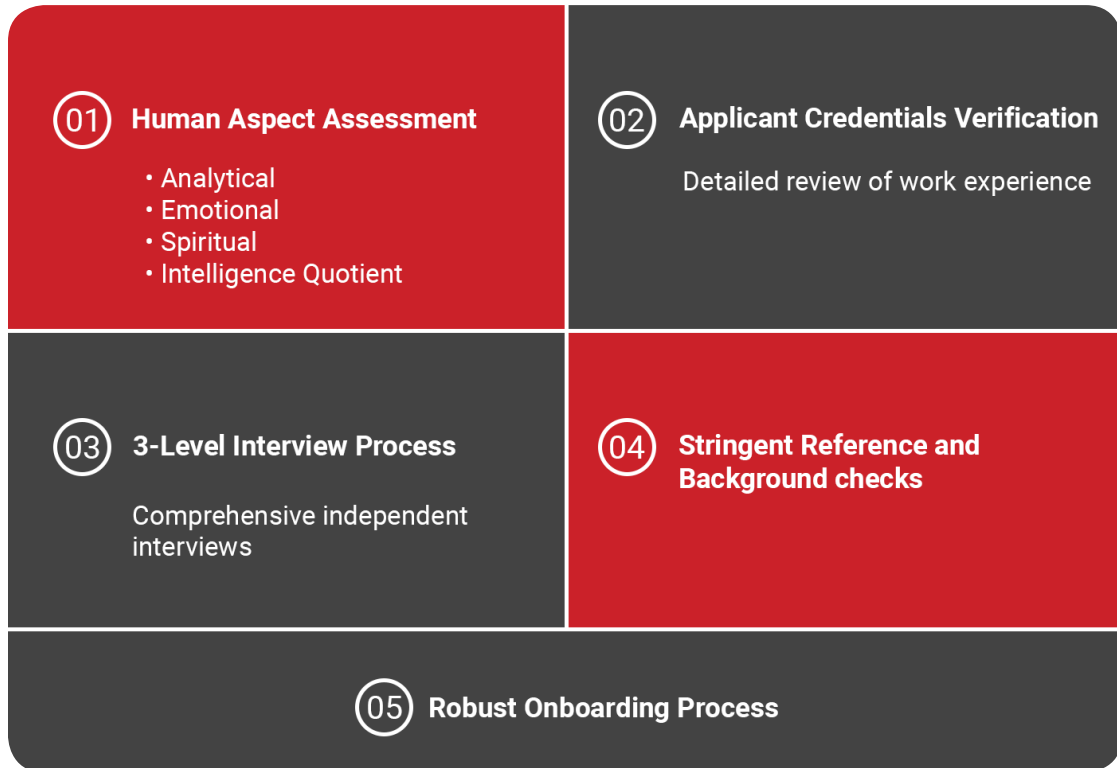
Provide a highly responsive and personalized operation that is able to meet and exceed all your needs

Ensure that you maintain control over your processes through our Dedicated Operating Teams, open book pricing methodology and a proven transition model

Build talented teams using our proven 5-stage proprietary recruitment process and network of sources

Analyze, advise, and implement solutions using the combination of our Western and Asian Management teams

5-step Comprehensive Recruitment Process



We understand what health organizations need and the challenges they are facing. Our premiere healthcare outsourcing solutions help payers, providers, pharmaceuticals, and SaaS companies drive breakthrough growth, increase revenue cycle, improve patient engagement, and reduce operational costs.

Infinet-O can handle it all – from claims processing and medical billing to end-to-end functions – at a fraction of the cost of an in-house staff.

Hire-to-suit Business Model

Our “hire-to-suit” recruitment model allows you to customize your team fit to the needs of your organization. This provides a seamless integration and gives you the opportunity to have a hand in forming your team and participate in the selection process. Each team member works exclusively for you, with their only goal being the success of your organization.

However, according to Project Aristotle by Google, the skillful individuals even if talented, have to still be able to work together as a team. So our goal yes, is your success, but that is only possible with the right healthcare professionals in your teams.

Brand Guarantee

Quality is our DNA. We place such high importance to our performance commitments that we guarantee our work. We aim to build brand loyalty by providing total quality care that drives growth and adds value to your organization. We value long-term partnerships and exude “malasakit” (the Filipino value of caring) in everything that we do.



Quality Certifications

We focus on progress so you can expect a consistent, personalized, and dedicated solutions team that works specifically to meet your business needs. Our ISO 9001 and 27001 certifications are a testament to how we maintain top quality and data security standards. We are also Sarbanes-Oxley and HIPAA-compliant and have our own Six Sigma certified teams.



Partnership with Infinit-O

Infinit-O ensures your access to the world's best healthcare practices that are currently available only to large multinationals. We develop Dedicated Operating Teams (DOT's) that act and operate as if they were an internal department of your company, without the risks and costs of setting up your own offshore office.

And our aim is to create long lasting partnerships and endless opportunities for your institution to

grow while managing the sudden demand for healthcare. We render a strong understanding in medical review and analyzing clinical abstractors for health institution consultancy, process optimization, Revenue Cycle Management (RCM) process and outsourced healthcare services; all utilizing the latest technology to provide excellent value for our clients.



We have developed a unique four-pronged operational capability framework centered on PEOPLE (a highly motivated and experienced team), PROCESSES (ability to optimize business processes), TECHNOLOGY (cost effective, innovative, and scalable implementations), and SECURITY (a highly secure data and work environment).

Our Exceptional Healthcare Outsourcing Solutions Include

- Claims Processing
- Eligibility Verification
- Medical Abstraction
- Medical Auditing
- Medical Coding
- Medical Billing
- Medical Transcription
- Patient Services



Healthcare Application Development

- Technical Support
- Customer Support

Business Process Management

- Disease Management
- Case Management
- Research & Development

About Infnit-O Global

Infnit-O is a global services company, incorporated in 2005 in the Philippines, that provides value-based services to small and medium businesses across the globe. We serve a number of industries where we have developed deep domain expertise including finance & accounting, healthcare, technology, and research & data management solutions. We'd like you to keep in mind that we

are ISO-certified, HIPAA-compliant and GDPR-compliant, so your company and patient data are safe. It is good to note that HIPAA-compliant companies can provide telehealth services during state emergencies and can transmit any health information in electronic form. Other than that, we constantly strive to delight our clients as seen through our Net Promoter Scores, which are well above industry averages.

Let's work together in Building a Great Team of Healthcare Professionals who can duly respond with the expanding healthcare needs.

Start small. Exceed expectations. Think infinitely. Think Infnit-O.

To know more about us, click:



Website



Call Us

