



Rapid Response: Filling 55 Scheduling Specialists in 2 weeks

- Revenue Cycle Management
- Healthcare, Front-End
- Temporary Placements

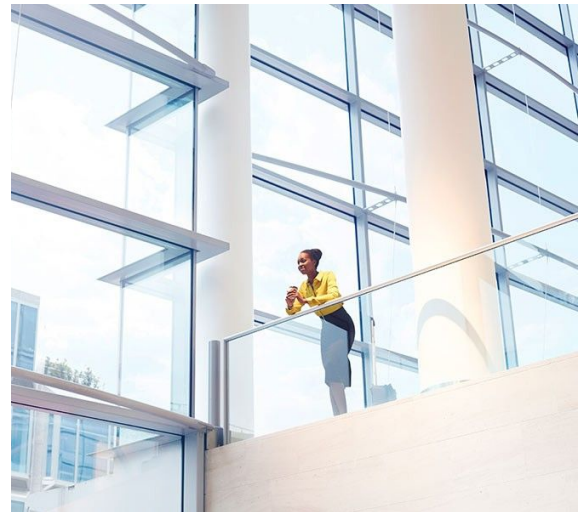
One of the nation's leading revenue cycle management solutions companies with decades of experience in healthcare revenue cycle management, serving more than 1,100 hospital and large physician practices in 48 states.

CHALLENGES

The company needed to build out an outsourced call center for a client within weeks to handle the overflow of COVID vaccine appointments

They required a large number of temporary scheduling specialists to be hired quickly

The project was time-sensitive, lasting only 36 months (2021), and a new venture for this organization and their client



GOAL

Quickly hire vaccine appointment scheduling specialists to deliver for their client and the community by ensuring access to vaccine appointments

55

Placements

65%

Retention rate

**Onsite Role during 2021, height of COVID*

2wks

Avg. time to fill

36m

Project Duration

LaSalle Network provided an efficient staffing solution for this organization. The firm set up weekly calls with the client, completed quarterly business reviews, and virtually hosted candidate appreciation events, ensuring retention.