





# 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.