

ComForCare South Indy

Case Study

Beth Bigham of ComForCare South Indy needed a reception service to ensure clients were cared for around the clock. WellReceived's HIPAA-compliant service made them the clear choice for her client's needs.



ComForCare
South Indy

Founder: Beth Bigham

Location: Indiana

Industry: Home Healthcare



The Challenge

Beth Bigham, of ComForCare South Indy, needed an answering service to ensure their services were available for clients 24/7.



The Solution

WellReceived's medical receptionists answered their client calls and restored their work-life balance.

Overview

ComForCare South Indy was founded by Beth Bigham in 2013. Taking care of her own mother at home provided Beth with a unique insight into the importance of in-home care. After she was laid off and her parents passed away, Beth set out in search of a "Plan B". Buoyed by her business experience and her homecare history, she decided to set up ComForCare South Indy.

Beth has always needed a reception service to help her business. She believes it gives her an edge over competitors:

“ If your business needs people to pick up the phone 24/7, then it's about examining if you have the manpower and resources to support doing it in-house, or if you need to get some extra help. We've done surveys and our competitors are dropping the ball by not picking up the calls. People are just going to call the next person down the list.

WellReceived's customer service made the difference.

Beth considered 4 or 5 companies before deciding who was best placed to care for her clients' calls:

“ I found WellReceived had the best customer service. They answered the phones and patiently explained the services. Plus, they have a portal to track call volume and messages which I can use to check call volume after hours.



Client care is smoother than ever now Beth has a team of virtual receptionists to answer calls 24/7:

“ The communication is set up and flowing very well. So long as our caregivers are available, then we can do our part and get someone out there and clients do not lose care.

Benefits



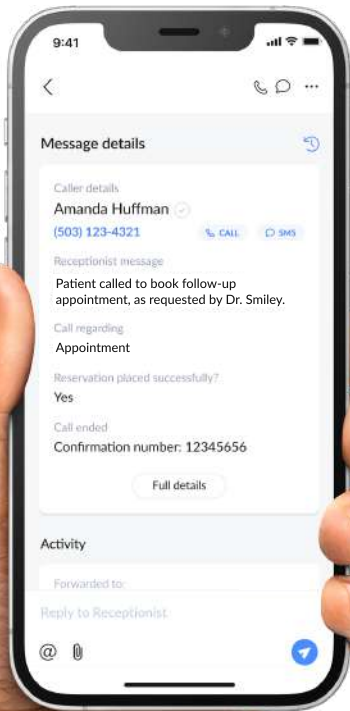
Patients feel cared for on every call.



Providers can respond quickly when needed.



Staff can focus on what matters most: patients.



The Result

With the peace of mind that their clients are well cared for, Beth and the caregivers at ComForCare South Indy can enjoy their newfound work-life balance:

“ My staff needed to know when they can sleep without being disturbed. Now on the evenings and weekends, they log off to have a personal life. I still work the business, but I love the flexibility in my schedule, and the freedom to travel more.

Beth Bigham, Founder

Connect with us

To find out how WellReceived can help you care for your patients, get in touch with our team today!



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