

A full-page background image of a smiling female healthcare worker with dark hair and glasses, wearing blue scrubs and holding a stethoscope. The image is overlaid with a semi-transparent blue filter.

How **Ozonetel** Simplified Home Care for HCAH with Full-featured COVID Contact Centers



About HealthCare at Home (HCAH)

A leading home healthcare service provider in India, HCAH has served over 4,00,000 patients across India and has helped them recover safely and comfortably within the comfort of their home, after the hospital procedures were done. Maintaining global protocols, standards, and a high standard for patient service, HCAH follows the best practices in medical care.

Almost 70% of all clinical services are provided at home including setting up ICU, providing cancer care, nursing care and physiotherapy services along with various clinical procedures.



Challenge

One of the major challenges we have observed during the COVID-19 pandemic has been with respect to communication. With rising cases and lockdown restrictions, the ability to communicate seamlessly with patients was of high priority. There was a clear transition from face-to-face communication to remote communication which led to organizational and situational challenges such as:

- Lack of coordination
- Reduced patient engagement
- Higher workload and resource availability, adequacy & allocation issues
- Tackling misinformation & lack of awareness in a remote work environment

How Ozonetel Helped?



Ultrafast Deployment of Full-fledged COVID Helplines & Contact Centers

During the first phase of the project, Ozonetel helped HCAH set up a COVID Helpline number for the Delhi, Punjab, and Karnataka Governments. The second and third phase of the project was carried out in Delhi. Launched within days, we offered Contact Center and Contact Management solutions through our Cloud Agent platform, helping HCAH deploy agents within days.



Enabled Continuous & Enhanced Omnichannel Patient Engagement

Our platform ensured continuous engagement with the patients, helping doctors track their details and send prescriptions accordingly. The nurses were able to follow up with the patients twice a day, consecutively for ten days, to keep a check on patients' oxygen levels and vitals.



Simplified Monitoring of Patients' Status for Daily Reporting to the Government

HCAH received the data of COVID patients through the government agencies. As the COVID cases started to increase, handling large volumes of calls was a challenge. With the help of our platform the maintenance and monitoring of patient data was simplified. The team was able to send a daily report on the status of patients, before midnight, to the Government.



Simple, Robust, and Highly Customized Solutions

During the pandemic, with various challenges at the forefront, HCAH was seeking simple, secure, easy to use, and customizable solutions. Along with that, the robustness of our platform, enabling 100,000+ agent logins & 24 million+ calls daily, unmatched adaptability, and stellar customer support 24x7, stood out for them.

The times were tough and many lives were at stake. There was no time to lose in setting up complex processes. Ozonetel was the partner of choice.

Within a very short span of time, we were able to deploy an enterprise grade COVID contact center, offering a single, unified platform for all communication. Empowering HCAH with maximum efficiency during such a challenging time and enhancing patient experience, was our main objective.

Testimonial



"I appreciate the role Ozonetel has played in making HCAH processes tech enabled. At the time when HCAH had to handle scale, Ozonetel stood by our side to give us the support which saved lacs of lives. The nimbleness with which the team responded to that crisis was truly remarkable."

Dr. Gaurav Thukral
Chief Operating Officer
HCAH

Success Story Snapshot

Industry	Healthcare
Website	https://hcah.in/
Challenges	<ul style="list-style-type: none">✓ Managing High Call Volumes due to Rising COVID Cases✓ Reduced Patient Engagement✓ Managing Patient Data & Tracking their status✓ Daily Monitoring & Reporting to Government✓ Higher Workload & Less Manpower
Features Used	<ul style="list-style-type: none">✓ Cloud Agent✓ Contact Manager
Results	<ul style="list-style-type: none">✓ Ultra Fast Deployment of Full-fledged Contact Centers✓ Enhanced Patient Engagement & Experience✓ Enabled Daily Reporting of Patients' Status to Govt.✓ Highly Customizable & Seamless Integration with HMS✓ Simplified Communication for 550+ Agents
Sweet Spot	<ul style="list-style-type: none">✓ Ultra Fast Deployment of COVID Helplines & Contact Centers
Ozonetel Advantage	<ul style="list-style-type: none">✓ Cost-effective✓ Dedicated Account Manager✓ Highly Scalable & Reliable✓ Fastest Response Time in the industry



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