

HGS Offers Nurse Triage Services for Healthcare Companies to Support COVID-19 Patients During the Crisis

Telephone Nurse Triage Services Ease Burdens on Critical Staff While Directing COVID-19 Patients to Appropriate Levels of Care

Chicago - Apr 7, 2020: Hinduja Global Solutions (HGS) (listed in BSE & NSE) announced today that it is offering telephone nurse triage services, staffed with qualified Registered Nurses (RNs), to provide front-line support for COVID-19 callers to enable healthcare providers and health insurance plan staff to focus on critical case requirements. HGS has over 1200 nurses around the globe supporting business critical functions ranging from Care Management, Nurse Advice and Triage Line; Prior Authorization and Retrospective Clinical Reviews; High Dollar Clinical Reviews for claims payment integrity; and Personal Nurse Concierge Care line.

“We have more than 30 years of experience in providing telephone nurse triage,” said **Ramesh Gopalan, Global President of HGS Healthcare**. “With significant increases in patient calls due to COVID-19, a healthcare company’s ability to discern which ones require additional medical attention and which are only seeking advice is paramount. Our seasoned teams are augmenting support to allow our client’s internal resources to focus on other critical case requirements.”

Added Mary Jane Konstantin, Senior Vice President and Head of Business for HGS AxisPoint Health , “We’re offering a turnkey solution designed to offload COVID-19 calls. The nurse triage solution includes US-based nurses, a hotline that can integrate into an existing call tree or a dedicated number, and our proven clinical algorithm approach that has a high correlation rate with physicians in triage quality and care recommendations. Using the solution, our nurses can support COVID-19 callers with self-care guidance, assess the caller’s condition, and direct them to the most appropriate level of care. This can be an omni-channel solution designed for offering preferred communication choices for enhanced patient and member experience.”

This service is available immediately, **Konstantin added**.

About Hinduja Global Solutions (HGS):

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion dollar conglomerate Hinduja Group, HGS takes a true “globally local” approach, with over 38,872 employees across 61 delivery centers. in seven countries making a difference to some of the world’s leading brands across nine key verticals. For the year that ended 31st March 2019, HGS had revenues of US\$ 689 million.

Visit www.teamhgs.com to learn how HGS can help make your business more competitive.

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