

## University Hospitals “Stroke Days” Registration

*ULS eliminates call center headaches!*

### Challenge



University Hospitals of Cleveland, a renowned hospital network in northeast Ohio, was planning their “Stroke Assessment Day” program for two separate dates in May at eight UH locations. They needed registrations to be taken by phone and tracking of the number of available appointment slots left at each location. They also needed knowledgeable operators who could provide callers with directions to the different locations and daily reports of location registrants.

### Solution

Ultimate Lead Systems a set-up dedicated 800 number and database program to track registrations by location within days. Scripting was crafted, operators were trained and ULS began taking registration calls. Callers were given a choice of two days at any of University Hospitals’ eight locations. ULS operators provided callers with detailed information regarding their stroke assessment visits and detailed directions. ULS also track registrations by date and location in order to meet registration limits. Daily registration lists by location were provided to UH management in Excel.



### Results

University Hospitals was well prepared for its two Stroke Assessment Days that went off without a hitch engaging the greater community in a positive way. UH was able to implement a call center solution quickly, easily and affordably and receive the reporting needed to effectively manage its program while eliminating a few headaches in the process!

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