

OUR People Are YOUR People

From sick patients to scheduling appointments, our team can handle any type of call your practice gets.



About STATLINX

HOW WE CAN SUPPORT YOUR PRACTICE

The STATLINX Patient Access Center serves as the primary point of connection for anyone trying to reach your medical practice. Whether it's patients, providers, or other contacts, we ensure every call is handled with care and professionalism. Our team expertly manages high call volumes, lunch breaks, and after-hours needs, making sure your practice runs smoothly around the clock. Supporting over 3,000 medical professionals, we deliver consistent, reliable care on every call.

What sets us apart is our team of Patient Care Specialists, each with a medical background and extensive training. They're not only skilled in major EMR systems like Epic and eCW, but also fluent in multiple languages, ensuring clear and effective communication that enhances the patient experience. We integrate seamlessly with your practice and EMR, working as an extension of your team, maintaining that personal touch you value.

Our Patient Care Specialists are prepared to handle high-pressure situations, such as activating STEMI teams, with calm efficiency. During the day, our rollover support reduces the burden on your front desk, allowing your staff to focus on in-person care. After hours, we ensure continuity by connecting patients with their physicians in emergencies, providing reliable access whenever it's needed most.

OUR EXPERTISE



We provide full call center support or backup during the business day to ensure patients always have access to care. We're also available 24/7, offering continuous coverage for your practice year-round.





Is Your Team
Overwhelmed?

We Can Help.

Advanced Call Center Solutions

Prior Authorization

Compassionate, accurate, and efficient prior authorization support designed for healthcare practices. STATLINX removes the burden of prior authorizations by managing the process from start to finish. Our trained specialists handle all the details.

Appointment Scheduling

Scheduling made simple. Keep your calendar full, reduce no-shows, and give patients the seamless access they expect. We take the stress and complexity out of appointment scheduling by providing professional, healthcare-trained support that ensures every slot is optimized and every patient is cared for.

Traditional Call Center

From patient questions to message routing, we act as a seamless extension of your team. For most patients, the phone is still the first and most frequent point of contact with a healthcare provider. How their call is handled shapes their entire perception of your practice.

After-Hours

Catch every call, every time. When your staff can't pick up, we step in so patients never feel ignored. In today's world of on-demand access, patients expect fast, reliable communication. If they can't reach your practice, they often call someone else.

**Avoid Staff
Burnout**

**Increase Patient
Satisfaction**

**No Initial
Setup Fee**