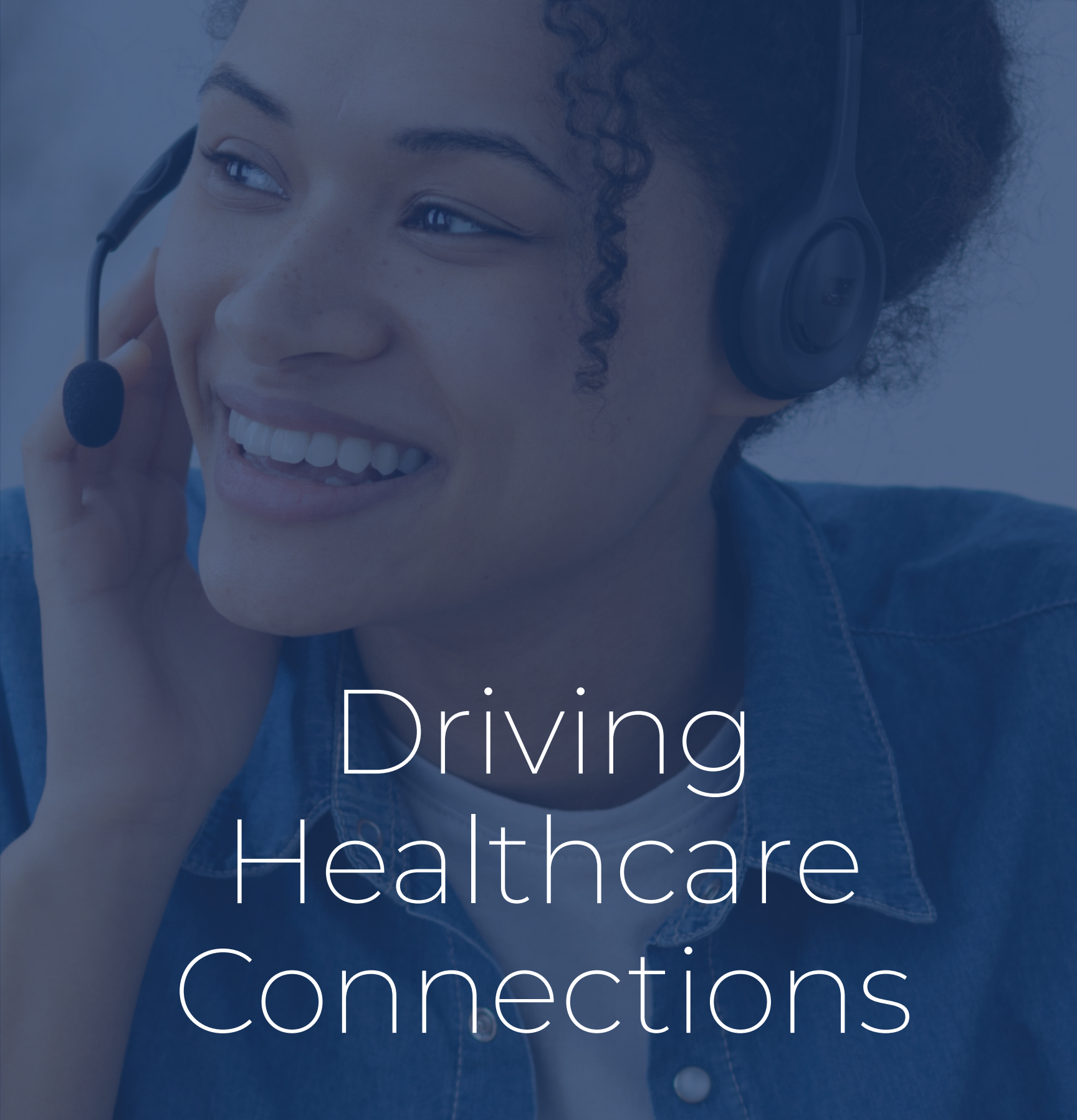




Driving Healthcare Connections



Working Together To Drive Patient Satisfaction



Our **Patient Care Specialists** distinguish themselves through their deep medical literacy and HIPAA certification, making them highly qualified to handle complex healthcare communications with confidence and security. We work exclusively in healthcare, allowing us to deliver specialized support tailored to the needs of both medical professionals and their patients.

Our team undergoes extensive training, not only during onboarding but with continuous education to stay up-to-date on evolving medical protocols and communication best practices. This rigorous approach ensures that our specialists are always equipped to provide high-quality service. Beyond skills and training, we foster a strong culture of growth and loyalty, which leads to high employee retention. This consistency means our customers benefit from working with dedicated specialists who are deeply invested in delivering exceptional patient care.

“I’ve worked with STATLINX for over 12 years, starting from my days in the ER and continuing through to my role as a Manager in the Cancer Institute, and they continue to impress. The team is phenomenal!”

- Lisa C. Practice Manager

Our Core Values



Dependable As The Sun



Make Mama Proud



Knock Their Socks Off



We Play For Each Other

OUR People Are YOUR People

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

HOW WE CAN HELP 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.



APPOINTMENT SCHEDULING



Is Your Scheduling
Team Overwhelmed?
We Can Help.

HOW WE HELP

over **3million**

Appointments Scheduled

100,000+

*Hours of Practice Staff Time
Saved Over Last Three Years*



SCHEDULED DIRECTLY INTO YOUR EHR

Our **HIPAA-certified team** works seamlessly with your practice's EMR system, ensuring that all appointments, updates, and patient information are accurately reflected in real time. This **seamless integration** ensures smooth operations, preventing issues like double bookings or missed appointments, while strengthening communication between your staff and patients. With real-time updates, everyone stays aligned, enhancing workflow efficiency and **boosting patient satisfaction**.

We take care of scheduling for both in-person and virtual appointments, offering a **smooth, hassle-free experience** for your patients. Whether it's coordinating complex care plans or last-minute appointment changes, our team ensures that patients receive timely, attentive care without delays. By managing the entire scheduling process, **we help reduce the administrative burden on your staff**, allowing them to focus on delivering exceptional care to every patient, every time.

PRIOR AUTHORIZATIONS

Streamline Your Prior Authorizations

STATLINX handles the complexities of healthcare authorization.

We work seamlessly across a wide range of healthcare and insurance portals, ensuring that your practice receives **rapid and reliable approvals**. Whether integrating with your practice's current EMR system or working directly within various payer portals, our team efficiently navigates the complexities of insurance workflows. This integration allows us to process approvals **quickly and accurately**, minimizing delays and ensuring smooth operations for your practice.

Our streamlined processes enable us to handle **thousands of referrals each month** for over 400 physicians, delivering results that expedite patient care. By taking on the administrative burden of securing approvals, we **significantly reduce the workload for your staff**. This allows your team to focus more on delivering high-quality patient care, confident that all referral and authorization tasks are being managed with precision and speed.

INSURANCE PORTAL
Access & Expertise





Streamline Your Communication

We address every caller's needs with empathy and accuracy.

OUR EXPERIENCE

25+

Million Patient Calls

more
than **3,000**

Providers Served Since 2012

10x agent
retention
rate

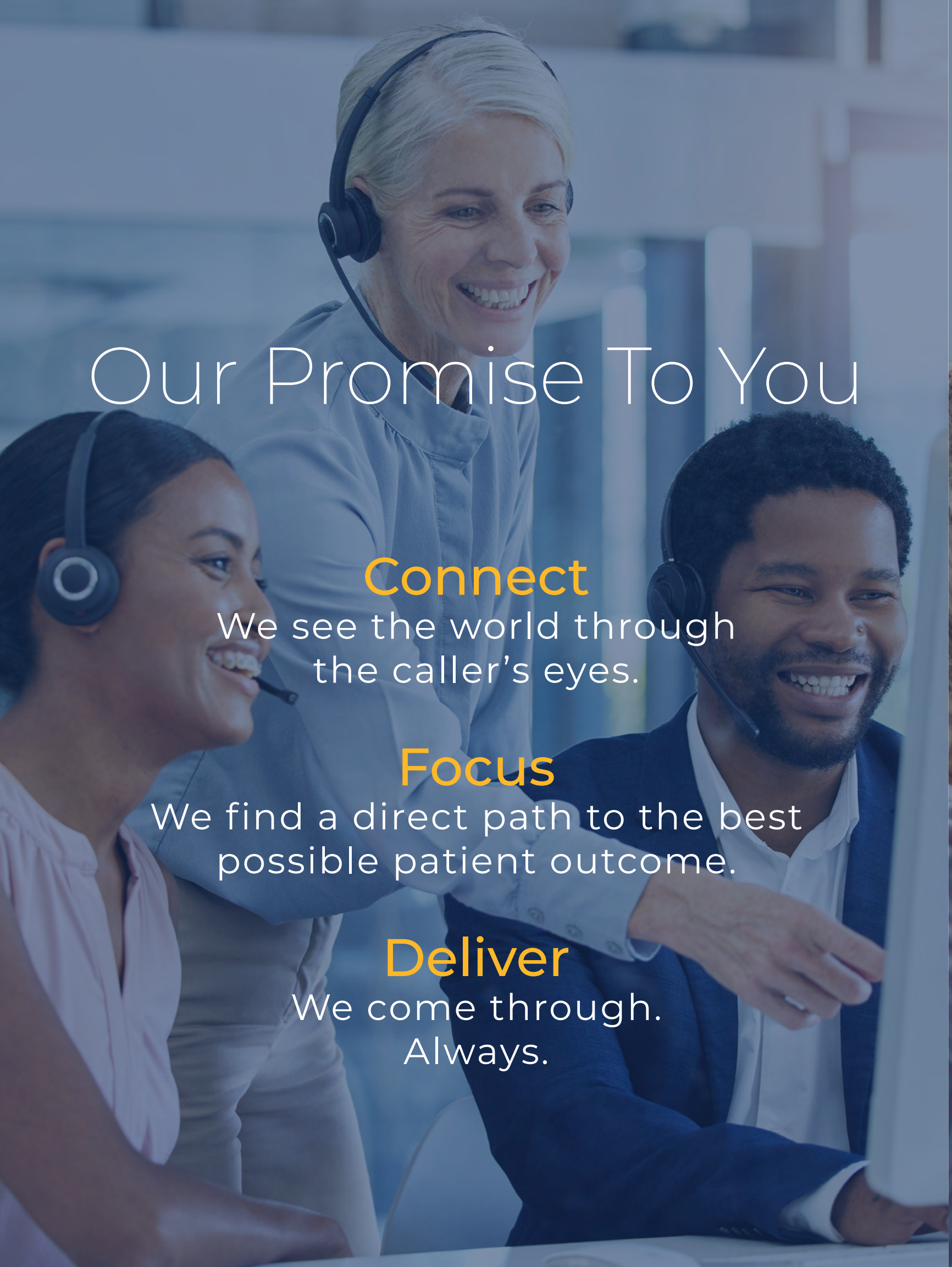
Higher Than Industry Average



HOW WE CAN HELP YOUR PRACTICE

Founded in 2012, STATLINX has built its reputation on providing specialized communication management services tailored to the healthcare industry. The **STATLINX Patient Access Center**, staffed with our professional team of **Patient Care Specialists** seamlessly manages every type of call your practice receives. Whether it's an urgent message from the hospital, a patient scheduling an appointment, obtaining a complex prior authorization, or call volume surges that your staff needs help with, we are **adaptable to the needs of your healthcare organization**.

We are fully prepared to manage **high call volumes** during peak periods with our **rollover services** and offer **after-hours support** for urgent patient needs. Our HIPAA-certified team, trained in EMR systems like EPIC, eCW and NextGen, provides dependable, professional support to healthcare providers of all sizes, from small private practices to large hospital networks nationwide. We offer multilingual support with flexible hours, ensuring smooth integration with your existing EMR platforms. With our live team **available every minute of every day**, we will be there when you need us, as an **extension of you**.

A photograph of three healthcare professionals in a call center setting. An older woman with short grey hair, wearing a headset and a light blue button-down shirt, stands in the center, smiling and pointing towards a computer monitor. To her left, a younger woman with dark hair, also wearing a headset and a light pink top, is seated and smiling. To the right, a man with dark skin and a beard, wearing a headset and a dark blue blazer over a white shirt, is seated and smiling. The background is a blurred office environment with shelves and other people.

Our Promise To You

Connect

We see the world through the caller's eyes.

Focus

We find a direct path to the best possible patient outcome.

Deliver

We come through.
Always.