

# **Southcoast Health Launches Enhanced Patient Service Center to Improve Access and the Patient Experience**

Southcoast Health is pleased to announce the official opening of its new, state-of-the-art Patient Service Center, located on the Fairhaven campus. This advancement will gradually transition from numerous small, standalone call centers to one fully integrated Patient Service Center staffed by patient service advisors with specialized training and certification in their clinical specialty.

The Service Center will streamline the patient experience through a variety of offerings, including helping patients quickly schedule and register for their appointments and handling needs such as medication refill requests, appointment reminders and more.

The Service Center's opening comes following nearly a year of planning and build-out, marking another major milestone in Southcoast Health's efforts to make accessing care faster and more convenient for patients – part of its promise to deliver exceptional care from people who care. Other recent access improvements include expanded online scheduling capabilities and virtual care options.

"We recognize that navigating healthcare can be a complicated, and sometimes frustrating process, and Southcoast Health is committed to changing that for our community," said Russ Onofrio, Director of the Southcoast Health Service Center. "This accomplishment would not be possible without the collaboration, hard work and support of Southcoast providers, practice staff and other team members who are dedicated to

improving our patients' experiences and outcomes.”

For patients, the transition will be seamless. They will continue to call the same number they are used to calling when trying to access their Southcoast provider or practice. As more practices and staff transition to the Patient Service Center, patients will be made aware of additional capabilities and conveniences, including the ability to schedule appointments across different practices during one call.

“The Patient Service Center is an important step in our ongoing commitment to delivering exceptional service,” said Yinka Oluwole, Southcoast Health’s Director of Service Excellence and Patient Experience.

If you’d like to schedule an appointment to see a Southcoast Health provider, please visit Southcoast Health’s website at [www.southcoast.org](http://www.southcoast.org).

Additionally, Southcoast Health is currently hiring personnel for the Patient Service Center and will continue to do so as it grows. Open positions include Patient Services Advisor, Team Lead and Service Center Operations Manager. Interested persons can view these positions on the Careers page of the Southcoast Health website at <https://www.southcoast.org/careers/>.