



## Case Study – Call Center Staffing

The longest-operating company in healthcare needed high-caliber registered nurses for patient and provider call center support.

**Client:**

Fortune 100 Healthcare Services Company

**Industry:**

Health Services

**Service Provided to Client:**

- Enterprise-Wide Staffing

**The Challenge:** The client offers patients and providers access to vital health information and support through their Nurse Triage and Disease Management Medical Call Centers. The client was seeking a healthcare staffing partner to assist them with the challenge of attracting and retaining high caliber nursing talent in a tight labor market.

**The Solution:** Being an expert in providing qualified, pre-screened, professionals to the Healthcare Industry, The Judge Group was selected as the client's exclusive staffing partner.

- The Judge Group successfully continues to provide the client with quality call center support staff in two main areas. One being Nurse Triage, where the Registered Nurses work from a brick-and-mortar facility to aid patients seeking advice about appropriate medical care. Two is Disease Management, where the Registered Nurses work from home and are assigned to a group of patients to help them manage their illness.
- Since the relationship began in 2004, The Judge Group has placed over 1,000 permanent employees for the client.

**The Result:**

Call center support is a core vehicle of the client's healthcare services. By partnering with The Judge Group, the client is able to continue providing its patients and providers with successful and comprehensive call center support. The Judge Group continues to respond with success to the client's ongoing staffing needs.