TLCx Care Connect
Every Call. Every Patient. With Care

Healthcare Contact Center Solutions by TLCx

Blending human empathy with intelligent support to help Federally Qualified Health Centers, Hospitals, Clinics, and care teams deliver better patient experiences.



Trusted Today. Transforming for Tomorrow.

TLCx has long been a trusted partner to healthcare organizations, delivering people-first, compliant, and scalable Patient Experience operations that support patient access, care coordination, and member engagement.

But the needs of healthcare are evolving. Digital front doors, intelligent triage, value-based care, and hybrid care journeys require more than operational excellence-they demand transformation from within.

That's why we're developing. Our mission is to deliver Augmented Healthcare Patient Experience: powered by human empathy, enabled by intelligent technology, and designed to meet patients where they are.

What Stays the Same

- Ensures HIPAA compliance and regulatory integrity.
- Extensive experience across payer and provider ecosystems.
- Healthcare-literate, empathy-driven workforce.
- Scalable support for eligibility, enrolment, claims, and care navigation.

What's Changing

- AI-Enabled Agent Assist and automation.
- Predictive outreach using Customer 360 insights.
- 100% QA and compliance monitoring.
- Modular transformation via CX LaunchPad™.

Strategic Signals of Change

The appointment of a Chief Medical Officer (CMO) marks a crucial step forward. It guarantees our solutions align with clinical priorities, regulatory standards, and the personal aspect of care. This role exemplifies our commitment to credibility, co-creation, and ongoing progress—from transactional BPO to a healthcare transformation partner.

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Core Competencies

Inbound Services

- 24X7 Medical Answering Services
- Patient Access Appointment Scheduling
- Nurse Triage
- Clinical Trial Recruitment
- Hospital Switchboard Services
- Hospital Marketing Seminar Event Registration

Outbound Services

- Appointment Confirmation & Reminder Calls
- Patient Satisfaction Surveys
- Patient Outreach
- New Patient Engagement

Case Management

- Triage
- Ticketing
- documentation.

Managed Services

- Reporting
- Workforce management
- Training

Service Coverage

- **Quality Assurance**
  Ensures reliable, HIPAA-compliant call monitoring and training for consistent, high-quality patient interactions.
- **Nurse Triage**
  Registered nurses provide 24/7 patient assessments, guiding them to the right level of care while reducing ER overuse.
- **Tele-Detailing & Hospital Profiling**
  Extends sales reach by engaging hard-to-access physicians through cost-effective telemarketing programs.
- **Telemedicine Solutions**
  Delivers virtual healthcare services anytime, anywhere, helping facilities address provider shortages and patient access issues.
- **Physician Referral**
  Matches patients with local physicians based on specialty, location, insurance, and preferences.

Remote Receptionist

- Handles overflow and routine patient calls with scheduling, messaging, and call patching to support busy practices.
- **Centralized Appointment Scheduling**
  Streamlines scheduling across multiple sites with 24/7 live agent support and flexible staffing models.
- **Hospital Switchboard**
  Manages hospital calls including urgent handling, paging, and patient information with seamless integration.
- **Marketing & Ad Response**
  Supports campaigns by handling lead generation, order-taking, and inquiries via IVR and live agents to maximize ROI.

Security Certificates

Certified, Secure & Proven

TLCx operates in a fully secured environment and meets the highest industry standards:

- Annual Penetration Testing
- Class-A Cybersecurity Protocols
- SOC 2 (SSAE), HIPAA, and PCI Compliance
- Veteran-Owned Small Business (VOSB), CAGE: 7ZVC2

Company Snapshot

Founded
2007

Ownership
100%
Employee-Owned, Certified Veteran-Owned Business accredited by the NVBDC.

Global Reach

Servicing in
20 Languages

Industries Served
Government, Retail, Finance, Healthcare, Telecom, Consumer Services, Media, Travel

Differentiators
Tech Integration, Rapid Scalability, People-First Leadership, High ROI

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