DIS Direct Innovation Services

ON–SCREEN CUSTOMER SERVICE REPRESENTATIVE (OCSR)

What We Do?

- Patient Engagement
- Resolution of Patient Queries
- Prescription Scanning & Data Collection
- Order Intake & Order Processing
- Insurance & Prescription Verification
- Prior Authorization from Insurance
- Claim Processing
- Inbound & Outbound Calls
- Escalation Handling

How Well We Do It?

- An OCSR can handle over 22 walk-in patients per day
- We maintain a 99% patient satisfaction rate
- Our screens have a 99.99% uptime
- We achieve a data entry accuracy rate of 99%
- Our call wait time is less than 10 seconds
- We aim for first-call resolution to ensure efficient service delivery

How We Do it?

- DIS provides ready-to-ship kiosks including everything your site needs to establish a connection with our team of OCSRs
- Patients will be greeted in the appropriate language when they enter your location, and the OCSR will quickly process prescriptions and answer patient questions
- The OCSRs accelerate the queue by swiftly taking orders, directing them for backend processing, and promptly assisting the next patient
- The DIS team supports business continuity by adopting your procedures into our operating mechanisms
- We ensure customer satisfaction and quick responses in a timely fashion
- Trained resources on DME and healthcare systems