POWERING DIAGNOSTIC
WITH PRECISION AND INNOVATION

sagis
Patient-Focused Diagnostics

How Chrysalis Helped Sagis Diagnostics Improve Patient Experience and Enhance Operational Efficiency

Sagis Diagnostics is a physician-led pathology laboratory based in the United States, specializing in diagnostic services including cancer detection. Known for its rapid turnaround times and client-centric approach, Sagis serves a large and growing number of patients and healthcare providers across the country.

In collaboration with Chrysalis and IPscape, Sagis has embarked on a journey to modernize its communications technology, with a focus on billing efficiency, secure operations, and improved patient experiences.

OBJECTIVES

Modernize Communications Technology

Increase Billing Efficiency

Secure Operations

Improve Patient Experiences

Challenge

Prior to implementing the SCAPE platform, Sagis faced several operational and technical challenges:

Inefficient Billing Communication
Online reviews frequently cited double billing and poor turnaround times, indicating a lack of automation and transparency in billing processes.

Limited Call Management
There was no visibility in call volumes, response times, or staff performance, leading to inefficiencies.

Scalability and Remote Work
With multiple locations and hybrid work environments, their previous phone system (Allworx) lacked the flexibility and security needed for a dispersed workforce.

Manual Processes
Billing follow-ups and outbound collections were handled manually, not making efficient use of staff time and reducing effectiveness.

No Quality Assurance Visibility
Calls were not recorded and there was limited insight into agent performance. Similarly, there was no ability to measure customer satisfaction.

Solution

Sagis engaged with Chrysalis Group to implement the SCAPE solution, integrated with their Wildix phone system. The transformation included:

Secure and Stable Phone System
SCAPE's cloud-based platform improved flexibility and enabled remote access for its employees who operate in a hybrid working environment across the USA. The solution is also designed to scale, allowing Sagis to easily onboard more departments in future phases.

Live Dashboards and Reporting
The billing department now benefits from real-time visibility into call queues, agent availability, and response metrics to understand call volumes and outcomes. Sagis are also leveraging wrap codes and long-term reports to identify service bottlenecks and operational improvements.

Advanced IVR with Bilingual Support
AI-generated neural voices are leveraged for English and Spanish callers through the IVR, improving accessibility and experience.

Reduced Costs
SCAPE paired with Wildix Phone System, reduced costs with no charges for calls made within the organization.

Outbound Calling
The Sagis billing team began using SCAPE's outbound dialer to automate collections, improving reach and agent productivity.

> " IPscape has significantly improved our communication capabilities, reduced our costs and improved patient experience.
>
> — Sagis Billing Operations Manager

The Future

With the billing department successfully onboarded, Sagis plans to expand usage across other teams. Future goals include:

Automated Billing via PayGuard IVR
A secure, PCI-compliant payment system was integrated to reduce manual work and improve billing accuracy.

Deeper CRM Integration
Pulling data from Vantage and Healthpac into agent scripts for more personalized service.

Post-call Surveys & NPS Tracking
Implementing automated feedback mechanisms to track and improve patient satisfaction.

Omnichannel Expansion
Sagis will look to enhance communication capabilities by expanding communications to SMS, and Web Chat to offer more choice for patient communications, while streamlining communication workflows.

Email
To manage shared inboxes more efficiently Sagis will be exploring leveraging SCAPE's email capabilities to route emails based on keywords, and reducing handle time through utilizing email response templates.

Wider Organization Rollout
Extending the solution beyond the billing team to the entire company, replacing legacy systems with SCAPE across all departments.

READY TO POWER UP PRODUCTIVITY?

Contact us and unlock operational excellence.

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