

Legal department within health clinic chain uses conversation analytics to stay on top of contractual terms and maintain contract adherence internally and externally.

Situation

It takes more than medical administration to run a successful healthcare operation. This medical clinic chain spans 10 states and presents countless contractual obligations across clinics for areas such as medical inventory supply, employment contracts, and patient data privacy, not to mention customer legal disputes. The legal team needed a seamless way to flag contractual risks as well as litigious conflicts so they could be dealt with in advance of escalations.

The attorneys and legal staff needed a solution that could provide an accurate, real time source of evidence on every conversation that may pose a breach of confidentiality, made mention of medical inventory commitments, or discussed payment in any form. The solution also had to ingest conversation data from a range of communications platforms spanning from telephony to unified communications conferencing platforms used for telemedicine consults and cross-clinic internal meetings.

Use Case

- Customer dispute resolution
- Employee conflict resolution
- Contract adherence
- Deposition references/evidence
- Fraud detection, corruption and collusion

Solution

The SaaS solution identified to address these requirements was CallCabinet. All locations were quickly deployed and immediately began ingesting all conversation data across the mix of communications platforms in use. The legal department set triggers and alerts based on specific key words and phrases that they needed to be notified of, along with access to full transcripts of all conversations captured.

Empowered by real time information against any activities that did not meet contractual obligations, the legal team now quickly identifies the areas at most risk to the organization. With transcriptions quickly accessible using simple call record searches, the team now more efficiently and effectively builds and presents their cases, enabling the business to mitigate the risk and rectify the litigious situations more rapidly, saving both time and money previously impacting bottom line revenue.

