



Doctor Care Anywhere Gains 44-Point Satisfaction Lift

Doctor Care Anywhere (DCA) is a UK-based telemedicine company that provides 24/7 remote healthcare services, allowing patients to consult with doctors via video, phone, and messaging. Partnering with private insurers, DCA offers convenient access to medical advice, diagnosis, and treatment. As demand for digital-first healthcare has surged, DCA has expanded its reach, making care more accessible to a broader audience.

Tackling technology gaps in telehealth

The rise of telehealth has reshaped how patients access care, setting new expectations for convenience, efficiency, and digital-first healthcare experiences.

Doctor Care Anywhere has seen its consultations surge from 20,000 to 60,000 per month, fueled by partnerships with major insurers that expanded access to telehealth at an unprecedented rate.

To meet this demand, Doctor Care Anywhere rapidly scaled its contact center team from 10 to 60 Patient Experience Coordinators. However, as telehealth became the new norm, the limitations of Doctor Care Anywhere's legacy telephony platform became impossible to ignore.

While Doctor Care Anywhere's proprietary medical platform was highly advanced, its telephony system lacked key functionalities such as intelligent call routing, real-time support tools, and seamless CRM integration. These gaps not only hindered operational efficiency but also posed challenges for scaling high-quality virtual care.

Transforming patient care with Five9

Doctor Care Anywhere partnered with Onecom to plan a business strategy that would resolve the business capacity challenges and build a foundation for future growth.

Onecom recommended the Five9 Intelligent CX Platform, designed to enable seamless, personalized, and patient-centric interactions. The centerpiece of this transformation was [Five9's Interactive Voice Response \(IVR\)](#) system, which streamlined call routing to reduce wait times and improve service quality.

"Embracing this new technology meant we could honor our commitment to patients and staff alike. The intelligent IVR system and real-time analytics ensure that our coordinators can deliver care with the compassion and precision that Doctor Care Anywhere is known for," said Greg Rixon, Head of Operations at Doctor Care Anywhere.

High-quality support even at peak demand

With tools for live listening, quality assurance, and real-time analytics, Doctor Care Anywhere [optimized resource allocation](#) and maintained high service standards. Customizable reporting features empowered leadership to quickly respond to challenges and adapt, ensuring patients receive timely, high-quality support—even during peak demand.

"Our partnership with Onecom and Five9 wasn't just a technological upgrade—it was a leap towards transforming healthcare



CASE STUDY
DOCTOR CARE ANYWHERE
HEALTHCARE
GLOBAL
500-2,000 EMPLOYEES
DOCTORCAREANYWHERE.COM

CHALLENGES

- Increased demand: Telehealth consultations tripled
- Rapid team scaling: From 10 to 60
- Outdated platform: Lacked intelligent call routing, support tools, and CRM integrations
- Operational inefficiencies: Legacy systems slowed

SOLUTIONS

- Scalable patient support: Managed 3x consultations and maintained seamless, high-quality care
- Optimized workforce: Scaled staff while ensuring consistent, responsive service
- Faster patient interactions: Smart call routing cut wait times and enabled faster resolutions
- Seamless operations: Real-time insights boosted efficiency and service reliability

BENEFITS

- +70% first call resolution rate
- 55% reduction in after-call time
- 8 hours saved weekly for team leaders
- 44-point increase in employee satisfaction
- 3% employee attrition rate

PARTNER POWERED

- Onecom
- Microsoft Dynamics 365
- Microsoft Teams

FIVE9 PRODUCTS

- Five9 Intelligent CX Platform
- Five9 Interactive Voice Response
- Five9 Workforce Engagement Management



accessibility and satisfaction," said Greg Rixon. "By embedding efficiency and care at its core, Doctor Care Anywhere is shaping the future of telehealth excellence."

Five9 Interactive Voice Response enables patients to self-serve and reach the right answer or expert more quickly, while agents are free to focus on complex inquiries," said Martin Flick, CEO at Onecom.

"In addition, Five9 provides seamless integration with Doctor Care Anywhere's CRM solution, which gives Patient Experience Coordinators real-time access to patient histories to support compassionate, informed, and efficient care."

Transforming the patient experience

Implementing the Five9 Intelligent CX Platform has elevated patient outcomes while boosting team efficiency across the board.

First call resolution rates have surpassed 70%, ensuring patient concerns are effectively addressed upon first interaction, minimizing the need for follow-ups. After-call time has reduced by almost two minutes per interaction, freeing agents to respond more quickly to patient inquiries.

Additionally, advanced analytics and [Five9 Workforce Management](#) tools have optimized staffing, ensuring high-quality support even during peak demand periods. Greg Rixon reflected on the transformation, "Our partnership with

Onecom and the integration of Five9's technology was a game-changer. It allowed us to create a seamless patient journey and provide our Patient Experience Coordinators with the tools to offer truly personalized care."

Empowering the team for success

Improving contact center operations has also strengthened the team, increasing efficiency, engagement, and fostering cultural growth.

For example, workflow optimizations enabled by Five9 have saved team leaders eight hours weekly, allowing greater focus on strategy and team development. Coordinators have also benefited from integrated CRM and email platforms that simplify workflows, reduce cognitive load, and boost efficiency.

"We've witnessed a transformation in our coordinators' engagement and quality of work," said Hollyanne Burgess, Patient Experience Manager at Doctor Care Anywhere. "By prioritizing their development and satisfaction, we're not just hitting targets—we're elevating the entire patient experience."

Greg Rixon added, "Working with Onecom, Doctor Care Anywhere has transformed its contact center capabilities with increased productivity, improved CX scores, and, most importantly, a strategic platform for the future."

The new Five9 capabilities have contributed to a dramatic rise in employee satisfaction,

"The reporting suite within the Five9 product has saved up to eight hours per week for a team leader generating all the statistics that they have to provide to our coordinators."

GREG RIXON, HEAD OF OPERATIONS,
DOCTOR CARE ANYWHERE

reflected in Employee Net Promoter Scores soaring from 7 to 53. Improved [quality assurance](#) and personalized coaching have reduced attrition rates to just 3%, ensuring a more engaged and empowered workforce.

With Five9 and Onecom at the heart of its operations, Doctor Care Anywhere has not only met the demands of a digital-first healthcare landscape—it's set a new standard for compassionate, efficient, and scalable telehealth experiences.

Learn more

See how [Onecom and Five9](#) can empower your team.

About Five9

Five9 empowers organizations to create hyper-personalized and effortless AI-driven customer experiences that deliver better business outcomes. Powered by Five9 Genius AI and our people, the Five9 Intelligent CX Platform is trusted by 3,000+ customers and 1,400+ partners globally. The New CX Starts Here and it's at the heart of every winning experience.

For more information, visit www.five9.com.

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