



Telephony Solutions

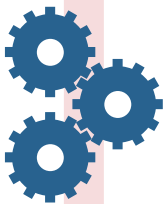
Shearwater Health offers telephony solutions for over 14 lines of business that are driving scale, enhancing quality, and improving efficiency with clinical expertise while lowering costs compared to in-house and contracted solutions.

How We Do It



Our People

- » Versant-tested clinicians
- » Clinicians are dedicated to client-specific teams
- » All clinicians have BSNs from accredited universities
- » Career-driven employees (retention rate of 85+%)



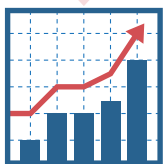
Our Process

- » Six Sigma strategy
- » Identify and hire the best talent
- » Robust quality and training platform
- » Clinical career path developed for all employees
- » Culture of compliance
- » U.S. Account Executives



Our Technology/Facilities

- » URAC-accredited facilities
- » HITRUST certification (in progress)
- » Ability to use client technology or use/create our own



Your Results

- » Increased quality of calls through clinical expertise
- » Managed cost (30-60% savings)
- » Streamlined operation or blended model to meet your needs

1.4+ Million
telephony cases processed
annually

300+
telephony-trained clinicians
and continually growing

Domestic USRN	Shearwater USRN
\$\$\$	\$\$

Reduce cost by using a Shearwater USRN for a lower price than a domestic USRN.

Domestic CSR	Shearwater PRN*
\$	\$

Reduce overhead cost and increase quality by using a Shearwater *Philippines RN for the same price as a domestic customer service rep.

Disability
Health Coaching
Utilization Review
Health Assessments
Healthcare Information
Management



Top Employer of
Healthcare Professionals
in the Philippines



Voted Top Emerging
IT-BPM Company 2016
-International ICT Awards-



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