



Specialty Healthcare Outsourcing

Empowering the healthcare sector with non-clinical support as they maneuver through unforeseen circumstances such as COVID-19

Many healthcare companies are facing an uncertain financial future due to the unprecedented impact of the COVID-19 pandemic.

SuperStaff helps the healthcare sector mitigate the economic effects of COVID-19 by providing quality yet economical specialty healthcare outsourcing solutions.

What We Can Do For You



Increase Efficiency

Maximize your health workers' productivity by delegating non-clinical functions to SuperStaff. From managing routine administrative tasks to updating large volumes of medical data, we accomplish tasks efficiently. We possess the capability to perform value-enhancing services, such as back-office support, programming and development, customer service, and recruitment.



Enhance Customer Experience

Drive customer satisfaction and engagement by providing support 24/7. By implementing proven customer service and technical support practices, SuperStaff gives your customers the kind of care and attention they deserve. Our agents undergo continuous training and stay informed on the latest regulations and innovations in healthcare.



Access Global Talents

Augment your workforce with professionals who specialize in back-office functions. We provide you access to highly skilled talents capable of handling crucial healthcare support jobs, from claims processing to medical billing. Instead of assigning these tasks to your in-house team, utilize the support of subject-matter experts to avoid making errors that could otherwise become costly for your organization.



Gain Significant Savings

Reduce overhead costs and make the most out of your existing assets with SuperStaff. We elevate our clients' competitive advantage by providing economical healthcare outsourcing services and value-adding solutions. Invest your financial resources in expanding your healthcare services and improving the patient experience.

Our Process

SuperStaff follows a business model that allows healthcare companies to achieve optimum performance, cost-efficiency, and organizational control.



1. Identify needs

SuperStaff understands that healthcare organizations have varying needs. We first make sure that we possess a full grasp of your company, including your vision. Afterward, we proceed with the creation of a baseline model.



2. Establish goals

The next step is to define objectives. We set ambitious yet pragmatic targets at this phase, following the S.M.A.R.T. (specific, measurable, achievable, realistic, and timely) goal-setting model.



3. Create scope of work

Given the high-stakes nature of the healthcare industry, it is crucial to align the expectations of all parties. We create a scope of work that includes the deliverables, timelines, and other expected outcomes of the service contract.



4. Select from talent pool

Once the initial steps have been executed, we proceed to build your specialty healthcare outsourcing team. We involve you closely in this process and allow you to select from a pool of highly qualified candidates.



5. Train and integrate

To facilitate seamless integration of your outsourced team into your company, we conduct in-depth training and onboarding sessions. We make sure that our agents are equipped with all the skills and knowledge crucial for the job.



6. Manage office operations

Our support doesn't end once the outsourced operation has been launched. To ensure a smooth delivery of services, we monitor the teams' daily performance and progress continuously. We also make sure to keep up with the updates in healthcare regulations.

SUPERSTAFF
SPECIALTY HEALTHCARE
OUTSOURCING

The SuperStaff Approach

SuperStaff's targeted approach helps healthcare companies reduce costs without compromising service quality. We are here to support you as you future-proof your organization against any unforeseen circumstances similar to how COVID-19 unfolded.



Scalable Processes

With our flexible solutions, we help you increase your ability to meet the evolving demands of your clients. Expand or scale down the size of your specialty healthcare outsourcing team as needed and as market conditions change.



Comparative Cost Advantage

By leveraging global economies of scale and streamlining processes, we help you enhance the quality of your healthcare product or services while reducing overhead expenses.



Consistent


SuperStaff has a proven record of meeting the strictest compliance and regulatory standards consistently. We operate under the guidance of a parent company that specializes in healthcare and biopharma.





Transparent


We understand that access to information is vital in the field of healthcare. As part of our commitment to upholding transparent business practices, we give you direct access to your outsourced team.



 **Operational HQ:**
Philippines
9F 6780 Building, Ayala Ave.
Makati, Metro Manila

 info@superstaff.com

 **USA:** 1-844-92-SUPER

 **Sales:** (610) 421-1162

 SuperStaffPhilippines

 superstaff-bpo

 SuperStaffPH