



## Case Study: How Lighthouse Enterprises Helped UI Health Transform Patient Access & Admin Services

Improving efficiency, access, and inclusion through mission-aligned innovation.

Industry: **Healthcare**

Services: **Contact Center**

Staffed Agents: **130**

### Built to Scale, Designed for Better Care

#### 130 Agents, 85 Clinics

From 4 agents at 2 clinics to 130 agents at 85+ clinics.

#### 36%

Inclusive workforce.

#### 85

Call queues (40+ of which are medication-specific).

#### <5%

Call abandonment rating.

#### 100%

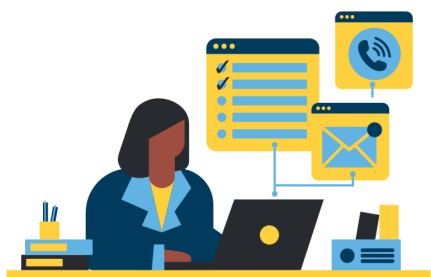
Bilingual support for English and Spanish.

### Shared Mission & Inclusion

- ✓ UI Health and Lighthouse share a commitment to inclusive employment.
- ✓ Adaptive tech solutions let blind/VI agents thrive.
- ✓ Internal support teams and enhanced EMR tools built to serve accessibility.



*“Together, we’re proving that inclusive employment and operational excellence go hand in hand.”*



### Services & Patient Support

General operator services

Scheduling, rescheduling

Insurance verification

Copay expectations

Triage routing

Response Prioritization

### Tech Integration

EMR integration (Epic)

85 custom call queues

COVID-19 crisis center launch

### Admin Relief

After-hours paging

Password reset, record retrieval

Reduced burden on clinic staff



*“When care, technology, and equity work together, everyone wins—especially the patients.”*

### Collaboration That Grows With You

- ✓ What began as a small pilot grew into a full-scale solution.
- ✓ Lighthouse scaled support in step with UI Health’s expansion.
- ✓ 10+ years bridging communication between patients and clinics.

**Let’s streamline care,  
together.**

**Contact Sales Today**

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