



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%

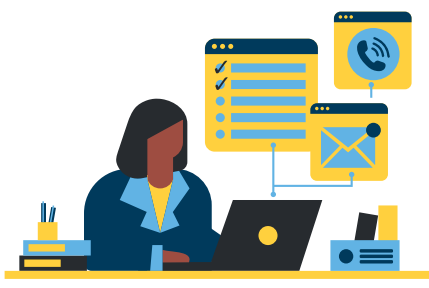
Bilingual support for English and Spanish.

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

LIGHTHOUSE ENTERPRISES

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(312) 997-3617

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