

Success Story: Vista Healthcare

Vista Healthcare, spanning 20 locations including Southwest Spine and Pain, faced outdated systems and inefficiencies as they grew. With GoTo Connect Contact Center, they integrated workforce engagement tools, their phone system, and analytics, allowing for more streamlined operations, improved workforce collaboration, and enhanced patient care.



Challenge

Prior to GoTo Connect, Vista Healthcare relied on physical desk phones and a basic telecommunication service that required external support for system updates—a process that often involved long wait times and disrupted workflows. This created several pain points:

Limited Flexibility: Phone system changes were slow and required third-party intervention, hindering agility in addressing urgent needs.

Inefficient Workflows: Front desk staff juggled phone calls, patient check-ins, and other administrative tasks simultaneously, leading to errors and inefficient patient care.

Analytics Deficiency: A lack of data visibility prevented the team from effectively tracking outcomes, such as patient callbacks or staff productivity.



Solution

Vista Healthcare implemented GoTo Connect's Contact Center. The platform provided essential capabilities to enhance patient experience and streamline operations across their healthcare network, including:

Contact Center Management: GoTo Connect Contact Center allowed staff to redirect phone calls from front desks to dedicated scheduling and care teams. The improved queue system ensured all calls and voicemails were systematically managed, minimizing missed resolutions.

Intuitive Dial Plan Editor: The ability to modify phone routing quickly empowered Vista to handle emergencies and make rapid adjustments without relying on external support.

Workforce Analytics: Detailed queue-based and agent-based reporting enabled comprehensive staff monitoring, even for remote workers. Metrics like response times and call volumes helped identify areas needing optimization and supported performance-based competitions across clinics.

GoTo Connect's Contact Center has made managing our care teams and phone systems seamless, allowing us to focus on what matters most: compassionate patient care."

Bailey Toledo,
Patient Access
Manager



Results

Since implementing GoTo Connect Contact Center, Vista Healthcare has experienced measurable improvements in both team efficiency and patient satisfaction, including:

Reduced response times: Average call response times across 12 queues dropped to under 20 seconds, even during peak times such as Mondays. This swift responsiveness fostered patient trust and improved service delivery.

Enhanced workforce engagement: Clear queues and data transparency minimized errors and improved collaboration. Task-specific queues, like medication refills requests for medical assistants, sped up resolutions, while team competitions motivated staff and increased productivity.

Improved analytics utilization: With detailed reporting, Vista tracks and increases their callback rates—keeping patient service at an optimal 90% rate, reducing gaps from their historical 70%. Analytics also inform data-driven decisions about marketing and resource allocation.

Ease of System Management: Changes to dial plans and system configuration now happen seamlessly, saving hours of wait time for support. Moreover, GoTo Connect's mobile app ensures managers stay connected on the go, without exposing personal numbers.

Patients consistently praise prompt responses and professional staff, while employees value the workflow simplification, enabling better patient focus. Remote agents also benefit from real-time monitoring tools that boost accountability and productivity.

"We're able to pull detailed analytics without relying on external support, which saves so much time and effort."

- Bailey Toledo, Patient Access Manager



Conclusion

For Vista Healthcare, GoTo Connect Contact Center proved to be an indispensable solution, enabling them to enhance customer service and optimize operations. By unifying communication and workforce engagement tools into a single platform, Vista streamlined workflows across 20 locations, minimized inefficiencies, and efficiently handled their calls, elevating both team performance and patient satisfaction.

Looking to simplify and enhance your business communications?
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