

CUSTOMER STORY

Baptist Community Health Services cut hold time to zero and added 50% call center capacity without hiring in the first 6 months

Multi-specialty group · 5 clinics · New Orleans, LA

English + Spanish

EMR: **ATHENA****0 min****hold time**

~20% of calls that went unanswered are now picked up

3**planned hires avoided**

~2 FTEs added to a 4-person team

42%**of calls resolved**

booked, answered or cased in the EMR

<2 min**handle time**

was ~3min with a human agent

CHALLENGE

- **Calls went unanswered:** Roughly 20% dropped on a normal day, worse on Mondays, and at 5pm the phones rolled to an answering service that couldn't book anything.
- **Hiring was the only lever:** Facing a staffing deficit, leadership was about to add two to three more agents.

SOLUTION

- **Answer on the first ring, in either language:** Primus takes concurrent calls in English or Spanish and books live against each provider's real rules in athena.
- **Add capacity without adding staff:** 42% of in-scope requests finish end to end (booked, renewed or cased with a full transcript) and frustrated callers escalate to a person.

USE CASES

Scheduling

Billing

Medication Refill

FAQs

Multilingual

The Kouper team has been exceptional. It is rare to find a vendor whose delivery truly matches the promises they make, yet Kouper has exceeded our expectations at every step. As this is our organization's first venture into AI, we could not have asked for a better partner.

Teresa Bovia · Chief Operating Officer, Baptist Community Health Services

MEASURABLE IMPACT

Answer every call, instantly

HOW: The agent takes **concurrent calls** ten patients dialing at once all reach an agent on the first ring.

Serve patients in their own language

HOW: Dedicated **EN / ES** agents on one main number, same hours, restored without staffing.

Contain requests end to end

HOW: **42% of in-scope requests** completed with no staff involvement, booked, renewed, confirmed or cased.

Cut cost without cutting service

HOW: From **five representatives to two** a 3-FTE reduction, over 40% lower call-center cost.

*Figures reflect BCHS operating data before and after the March 2026 Kouper deployment across five clinics. Results vary by call mix, EMR configuration and coverage hours.