

Optimizing Revenue and Patient Experience:

The Strategic Value of Outsourcing
Healthcare Functions

Table of Contents

- 3 Introduction
- 4 The State of Healthcare Operations
- 5 Improving Revenue Cycle Management (RCM) in Healthcare
- 6 Maximizing the Patient Experience through Outsourced Teams
- 7 The Business Case for Outsourcing
- 8 Key Services in Medical Outsourcing
- 9 Compliance and Security Considerations
- 10 Choosing the Right Outsourcing Partner
Outsourcing Healthcare Functions with FGC+



Introduction

Healthcare providers today face significant operational challenges on top of managing financial pressure. From staffing shortages and administrative burdens to meeting rising patient expectations, the U.S. healthcare industry is in a complex, high-stakes environment.

Thankfully, outsourcing healthcare functions, particularly non-clinical services, has emerged as a strategic solution to tackle these operational and financial challenges. It not only offers a cost-effective way to access specialized talent and fill staffing gaps, it equips overwhelmed providers with advanced technologies and streamlined processes. For these medical institutions, such benefits result in improved revenue cycle management (RCM), enhanced patient experience, better compliance, and increased scalability.

In this whitepaper, let's explore the current state of healthcare operations and see how outsourcing delivers significant, measurable value across areas like financial performance, operational efficiency, and patient satisfaction.



The State of Healthcare Operations

Healthcare organizations are increasingly burdened by a growing number of administrative tasks and ever-changing regulations. Not to mention, the shift toward value-based care is something many providers are scrambling to adopt. These challenges often lead to several pain points, with the most common including:

 <p>Staff burnout from excessive paperwork</p>	 <p>Billing and coding inaccuracies</p>
 <p>Frequent insurance claim denials</p>	 <p>Long patient wait times</p>

As the standard for healthcare delivery evolves, providers must balance clinical excellence with operational efficiency. Outsourcing enables hospitals and clinics to successfully utilize remote professionals for administrative and non-patient facing work.

Quick Facts: Outsourcing in Healthcare

According to Newswire,
59% of hospitals with over 150 beds
 are outsourcing non-clinical services.

Meanwhile,
87% of small hospital administrators
 say that outsourcing has become the only viable option amid cashflow challenges.

Private health systems account for the
largest market share in outsourcing at 78%,
 as opposed to not-for-profit IDNs and facilities at 21%.

77% of health providers
 that have outsourced for five or more years report improvements in service delivery

The global healthcare outsourcing market is projected to grow from
\$381.5 billion in 2024 to \$998.5 billion in 2033
 – growing at a compound annual rate of 10.1% during the forecast period 2025 to 2034.

Improving Revenue Cycle Management (RCM)

Effective RCM is essential for maintaining healthy financial operations in the medical field. As RCM governs the entire financial process from patient registration and insurance verification to billing, coding, claim submission, and collections, any disruptions or inefficiencies in this cycle can lead to:

- Delayed reimbursements
- Increased claim denials
- Cash flow issues
- Administrative burden
- Poor patient experience

In an industry where compliance is required, small inefficiencies can significantly impact financial performance. A well-managed RCM team ensures steady cash flow, reduces overhead, improves accuracy, and frees-up internal teams to focus more on patient care. Ultimately this leads to financial health and operational stability.

Read more about a practical application of improving RCM in healthcare through outsourcing in our case study: <https://fgcplus.com/fgc-whitepaper/>

Quick Facts: Outsourcing in Healthcare

✦ Enhance Patient Experience and Access

Patients today expect seamless, digital-first experiences. In fact:

68% of patients prefer online appointment scheduling

78% demand transparent, accurate billing

92% of patients who had a positive administrative experience are more likely to recommend their provider

Source: *Thoughtful.ai*

✦ Optimize Data and Technology

Outsourcing partners bring in specialized tools that automate billing, scheduling, and reporting, all of which can integrate with existing systems. Using automation technology in tandem with trained healthcare support teams eliminates manual errors and reduces turnaround time.

✦ Improve Staff Training and Engagement

Third-party providers focus on continuous staff training and standardized processes across several key functions, resulting in a more engaged and knowledgeable support staff.

✦ Implement Key Performance Indicators (KPIs)

Clear metrics around claim acceptance rates, denial turnaround, and patient wait times allow providers to continuously monitor and flag areas for improvement in terms of performance.

Maximizing the Patient Experience through Outsourced Teams

Delivering quality care goes beyond clinical excellence, as quality includes how patients interact with the healthcare system at every touchpoint. Outsourcing can enhance the patient journey by:

- ✦ Freeing up internal staff to concentrate on care delivery
- ✦ Enabling faster response times through dedicated support teams
- ✦ Reducing billing and claims errors with specialized personnel
- ✦ Improving communication and personalization via trained agents



Outsourcing also helps minimize wait times, streamline scheduling, and implement omni-channel communication – all of which are key drivers of patient loyalty.

92% of healthcare providers aim to improve patient experience through digital transformation.

Source: *Deloitte*

The Business Case for Outsourcing

What Is Medical Outsourcing?

Medical outsourcing refers to delegating administrative and support services to external vendors who specialize in healthcare operations. These operations include billing, transcription, claims processing, customer service, and technical support, among others.

Today, outsourcing is often done by partnering with a Business Process Outsourcing (BPO) provider. They handle the hiring and training of remote professionals to support the specific medical functions your team needs.



In-House vs. Outsourced Support

Maintaining in-house teams for every support or back-office function often requires substantial investments in hiring, training, infrastructure, and compliance. In contrast, outsourcing shifts these burdens to partners who already possess the expertise, systems, and scalability needed to perform efficiently.

Here's a closer look at a comparison between maintaining in-house operations versus outsourcing:

Aspect	In-House Support	Outsourced Support
Cost	High fixed costs (salaries, benefits, office space, software licenses)	Lower variable costs with predictable monthly billing
Staffing	Recruitment, training, and retention are internal responsibilities	Access to pre-trained, specialized talent with no additional hiring or training burden
Scalability	Limited by budget and internal resources	Rapidly scalable based on business needs
Technology	Requires upfront investment in systems and ongoing updates	Comes with up-to-date tools, automation, and secure platforms
Compliance	Internal team must stay updated on regulations	Partner assumes responsibility for regulatory compliance and audits

In short, in-house teams offer direct control but require significant investment and oversight. Outsourcing, on the other hand, provides flexibility, efficiency, and access to industry expertise without the steep overhead costs associated with hiring a large team.

Read more about the impact of outsourced support staff in action through our case study: <https://fgcplus.com/fgc-whitepaper/>

Key Services in Medical Outsourcing

Outsourcing offers a wide array of services that support both front-office and back-office healthcare functions. These services are designed to reduce the complexity of the administrative pipeline, enhance day-to-day accuracy, and boost overall efficiency across the healthcare experience.



Medical Billing and Coding

Outsourcing billing and coding reduces claim errors, improves reimbursement speed, and ensures compliance with constantly evolving regulations. Expert coders stay up-to-date with CPT and ICD code changes to minimize denials and maximize revenue.



Medical Transcription

Accurate documentation is critical to patient care and legal compliance. Transcription services ensure timely and precise conversion of voice-recorded medical reports into written records, improving provider productivity.



Revenue Cycle Management (RCM)

End-to-end RCM services ranging from pre-authorization to final collections allow providers to automate key steps, maintain financial transparency, and improve collection rates.



Healthcare Support Services

Include appointment scheduling, insurance verification, and patient engagement services. Outsourcing these tasks helps streamline patient interactions, reduce wait times, and free up internal teams.



Telehealth Support

As virtual care becomes more popular, outsourcing helps providers manage patient scheduling, provider matching, follow-ups, documentation, and patient tech support. This allows physicians to focus on care delivery while support teams handle logistics and communication.



Back-Office Admin Support

Routine tasks such as data entry, document indexing, electronic health record (EHR) management, and compliance tracking are essential but time-consuming. Outsourcing ensures accuracy, reduces manual workload, and supports scalability.

Compliance and Security

Trust and security is paramount in healthcare, especially when it comes to patient data and regulatory compliance. Any outsourcing arrangement must prioritize data security, privacy laws, and consistent compliance with both domestic and international standards.

Outsourcing partners must be HIPAA-compliant and maintain secure data environments through encryption, access control, and regular audits. A reputable provider will also conduct staff training, risk assessments, and offer transparent oversight mechanisms.

Onshore or offshore, security standards must remain uncompromised. Choosing a partner with a proven track record in healthcare compliance reduces the risk of breaches and legal penalties.

FGC+ is officially certified and compliant with:



ISO 27001



HIPAA Compliance



PCI DSS

Furthermore, FGC+ employs a comprehensive approach to data security, including



End-to-End Encryption



Enterprise-Grade
Firewalls & Endpoint
Security



Regular System
Patching & Backups



Dedicated 24/7
IT Security Team

Choosing the Right Outsourcing Partner

To get started with outsourcing, selecting the right partner is an important decision. Not all outsourcing providers offer the same suite of services, manpower capacity, or have experience in healthcare and medical support. These factors are an important consideration that will affect service quality, patient trust, and long-term performance.

What to Look For

Prioritize vendors with deep healthcare experience, end-to-end services, secure technologies, and the ability to scale quickly. Cultural compatibility is also an important consideration to keep in mind, especially for an industry like healthcare: partners should understand your organization's values and patient care priorities.

Key Questions to Ask

- What turnaround times do you guarantee?
- How do you train staff for healthcare-specific functions?
- What security protocols and certifications do you follow?
- How are KPIs tracked and reported?

Doing thorough due diligence ensures that the outsourcing partner aligns with your operational goals and regulatory needs, as they will be your partner supporting your core operations in the long run.

Outsourcing Healthcare Functions with FGC+

Outsourcing healthcare functions allows medical providers to future-proof their operations by delegating essential but repetitive tasks to a specialized team. With a clear division of labor, providers can re-focus their strengths and address key concerns when it comes to the complex U.S. healthcare system.

Looking for the right outsourcing partner? FGC+ brings over 14 years of outsourcing expertise, delivering flexible, high-quality solutions tailored to businesses across several industries – specializing in healthcare. Our teams are expertly trained in healthcare support, compliance, and customer experience, allowing you to offload non-clinical burdens and put an emphasis on patient care.

Whether you're looking to improve cash flow, enhance patient satisfaction, or streamline administrative operations, FGC+ offers the right blend of talent, technology, and accountability to help your organization thrive in a competitive healthcare environment.

Learn more about by visiting our website: www.fgcplus.com

View more resources and information on outsourcing on our blog: www.fgcplus.com/insights