



Reducing Healthcare Administrative Overload

How Smart Support Models Improve Patient Access and Operational Flow



Select  VoiceCom



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Welcome

Healthcare organizations face a growing challenge that affects nearly every part of care delivery: administrative overload.

Admin work has grown significantly. Expanded documentation, complex insurance verification, and digital tools such as patient portals have increased support needs. Meanwhile, staff shortages and rising costs continue to strain organizations.

Demand in support functions now exceeds available staff capacity. Research shows the scale of the problem:

- Physicians spend two hours on clerical duties for every hour of patient care (American Medical Association).
- In the US, administrative costs account for 25% of total healthcare spending, far higher than in other developed systems.
- One-third of healthcare admin tasks could be streamlined with a better approach (McKinsey & Company).

Administrative overload does more than reduce productivity. It slows patient access, delays revenue, and increases staff burnout.

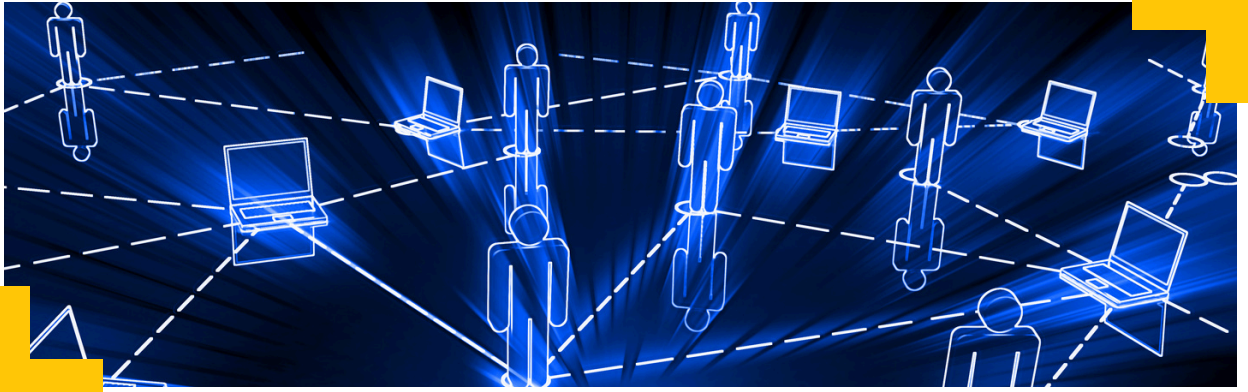
Healthcare leaders recognize that hiring more staff or extending hours does not solve the problem. Many organizations now use structured support models, including outsourcing, to manage high-volume admin tasks.

This white paper examines:

- Why healthcare administrative work keeps growing
- How administrative bottlenecks affect patient access and staffing
- Why traditional staffing solutions no longer work
- How structured support models restore flow
- How outsourcing builds scalable administrative systems

Addressing administrative overload is essential to restore capacity so clinical teams can focus on patient care, where it matters most.

Introduction



The Administrative Breaking Point in Modern Healthcare

Administrative workload has grown steadily over the past two decades and now strains healthcare operations. Providers manage multiple administrative responsibilities, including:

- Expanding documentation requirements
- Complex insurance verification and prior authorizations
- Increasing patient portal inquiries
- Growing research coordination responsibilities
- Limited administrative staffing

Documentation remains a major source of admin work. While EHRs improve data access, they also increase reporting requirements.

Insurance verification has become more complex. Prior authorization requirements rose nearly 50% from 2017 to 2022, forcing 92% of medical groups to hire or reassign staff to handle the extra workload.

Digital tools such as patient portals and online scheduling improve convenience but also generate more support requests. 90% of healthcare systems now offer patient portals.

Clinical research adds to administrative responsibilities, requiring coordination with participants, extensive documentation, and regulatory reporting.

Staffing remains limited, and nearly 60% of healthcare leaders identify shortages as a top operational risk.

These pressures now occur simultaneously, increasing strain across all areas of healthcare. The results are clear:

- Longer intake and scheduling timelines
- Delays in insurance verification
- Slower revenue cycle processes
- More documentation errors and claim denials
- Rising burnout among healthcare staff

Administrative overload is now a persistent issue. Healthcare organizations must reconsider how they manage admin tasks.



Why Healthcare Leaders Are Reconsidering Administrative Infrastructure

Healthcare organizations have tried hiring additional staff or extending hours to meet administrative demand, but these methods often yield limited results.

Recruiting is time-consuming, and workforce shortages persist in both clinical and admin roles. Even with new hires, the workload continues to increase due to patient demand and regulatory requirements. Costs rise, but workflow bottlenecks remain.

Many healthcare leaders are exploring new ways to organize support functions. Structured outsourcing is one such option.

Dedicated external support teams can manage high-volume admin tasks such as:

- Patient communication
- Insurance verification
- Documentation processing
- Research coordination

This model provides:

- Additional administrative capacity
- Consistent workflows
- Clear performance tracking
- Delegating routine admin tasks

Outsourcing supports internal teams by reducing administrative pressure, allowing clinical staff to focus on higher-value responsibilities.

Healthcare leaders increasingly recognize outsourcing as a way to expand capacity, extending well beyond cost reduction.



The Impact on Patient Access and Workforce Sustainability

Administrative pressure impacts patient access and staff stability. Scheduling and verification delays reduce patient throughput. A 2022 [MGMA survey](#) found that nearly 60% of medical practices reported scheduling delays due to administrative staffing shortages.

Insurance verification is a common bottleneck. If coverage cannot be confirmed prior to appointments, visits may need to be rescheduled.

Administrative problems also delay revenue. According to the Journal of the American Medical Association, administrative complexity accounts for over [\\$250 billion](#) in healthcare spending in the US annually.

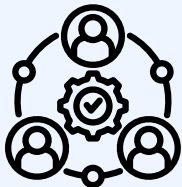
The impact on the workforce is equally significant. When administrative capacity declines, clinical staff take on extra work, including responding to portal messages, completing documentation, and resolving billing issues.

A 2026 joint report by the [CMA and CFIB](#) found that administrative burden is a major driver of physician burnout, with more than half of surveyed physicians reporting excessive paperwork.

Burnout leads to higher turnover and disrupts continuity of care. Reducing administrative strain protects care delivery and staff stability.

From Reactive Staffing to Structured Administrative Systems

Healthcare systems are moving from reactive staffing to structured administrative support. Rather than distributing clerical duties across departments, organizations centralize high-volume tasks with dedicated teams. Key elements include:



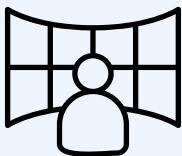
Dedicated Support Teams

These teams manage scheduling, insurance verification, billing communication, and documentation.



Performance Tracking

Organizations track service metrics such as response times, verification accuracy, and claim resolution rates.



Operational Oversight

Reporting dashboards provide leaders with real-time insights into administrative performance.



Flexible Scaling

Support teams scale according to patient demand. Many organizations implement this model through outsourcing. Through it, healthcare providers can manage administrative demand without overburdening internal staff.

Securing Revenue, Accuracy, and Research Continuity

Accurate administration is essential for financial and operational stability. Structured support helps organizations maintain reliable processes in revenue cycle management, documentation, and research coordination.

Revenue Cycle Stabilization

Most billing errors occur early, during eligibility verification or documentation review. Support teams improve revenue performance by managing:

- Insurance verification
- Billing inquiries
- Pre-authorizations
- Claims follow-up

According to [Experian Health](#), about 15% of medical claims are initially denied, often due to incorrect information.

Structured front-end administrative processes minimize rework and accelerate reimbursement.

Documentation and Compliance Precision

Healthcare organizations must keep accurate documentation to meet payer and regulatory requirements. Admin teams support:

- Patient intake documentation
- Referral coordination
- Electronic health record updates
- Data verification
- Audit preparation

Consistent documentation improves compliance and visibility.

Clinical Trial Recruiting and Research Support

Administrative coordination is crucial to the success of clinical trials. Support teams assist with:

- Participant pre-screening
- Patient outreach
- Visit scheduling
- Consent tracking
- Regulatory documentation

A National Library of Medicine study found that nearly 80% of clinical trials face delays due to patient recruitment challenges.

Efficient administrative coordination enables research teams to enroll participants quickly and maintain compliance.



Governance, Compliance, and Seamless Implementation

Healthcare organizations must exercise strong oversight when introducing new models. Leaders must ensure that all administrative changes meet regulatory requirements and protect patient data.

Structured support systems operate within clear oversight structures. These frameworks outline specific responsibilities, standardized workflows, and detailed escalation procedures, enabling teams to manage tasks consistently and uphold accountability.

Support teams operate within secure systems designed to protect sensitive health information. Access controls, user permissions, and monitoring systems ensure the confidentiality and integrity of patient records.

Operational dashboards provide leaders with real-time insights into administrative performance. These dashboards monitor key metrics, including verification accuracy, response times, and claims resolution rates.

With these systems in place, healthcare organizations can expand operational capacity while maintaining oversight and control.

Implementing Smart Support Systems Without Disruption

Healthcare organizations typically introduce structured administrative support in phases to ensure stability. This gradual approach allows teams to adapt workflows and maintain uninterrupted patient services.

The implementation process includes the following steps:

- **Document Workflows and Transfer Knowledge**
Internal teams document essential procedures, clearly define responsibilities, and outline requirements to ensure support teams fully understand existing processes.
- **Start with High-Volume Administrative Tasks**
Organizations often begin with routine, high-volume tasks such as insurance verification or scheduling support. This strategy quickly reduces workload and allows validation of the new support structure.
- **Review and Improve Workflows**
Teams analyze current processes to identify bottlenecks and streamline repetitive tasks, improving overall efficiency.
- **Integrate with Core Systems**
Support teams integrate with core platforms, such as EHR and scheduling systems, to maintain data visibility and ensure seamless continuity.
- **Monitor Performance and Adjust**
Management monitors service metrics and reports to ensure workflows remain efficient and consistent.

This phased approach safeguards daily operations while incrementally expanding administrative capacity.

What Operational Recovery Looks Like



Strengthening administrative infrastructure leads to significant operational improvements, enabling healthcare organizations to achieve better outcomes for patients and staff:

- Shorter patient intake timelines
- Lower appointment rescheduling rates
- Fewer billing denials
- Faster reimbursement cycles
- Lower staff turnover
- Faster clinical trial enrollment

Efficient systems enhance patient access, stabilize revenue, and allow clinical teams to focus on care and innovation, strengthening resilience and adaptability.

Select VoiceCom: Structured Administrative Support for Healthcare Organizations

Healthcare organizations benefit from a partner that handles operational tasks without adding to internal workload.

Select VoiceCom offers structured outsourcing solutions that help healthcare organizations efficiently manage high-volume administrative tasks while maintaining clear performance reporting.

SVC offers:

- Specialized healthcare support teams
- Comprehensive performance monitoring and detailed reporting
- Flexible and rapid team scaling
- Secure infrastructure with advanced data protection
- Real-time, transparent dashboards

These capabilities empower healthcare organizations to expand administrative capacity without increasing headcount or disrupting established workflows.

Structured support consistently delivers measurable improvements. For example, a California-based home health agency partnered with Select VoiceCom to accommodate rapid growth. Select VoiceCom's dedicated support teams managed high-volume administrative tasks, enabling the organization to scale operations tenfold while maintaining full control.

This structured model supports healthcare organizations by managing vital functions, such as patient communications, insurance verification, documentation processing, billing inquiries, and research coordination.

Organizations that invest in scalable administrative infrastructure improve patient access, protect their workforce, and maintain financial stability.

Glossary

Administrative Overload

A situation in which healthcare organizations have more administrative tasks than their staff or systems can manage efficiently, often resulting in delays, errors, and staff burnout.

Electronic Health Records (EHR)

Digital patient medical records that store clinical information, treatment history, and documentation for healthcare providers.

Insurance Verification

The process of confirming a patient's insurance coverage, eligibility, and benefits before medical services are provided.

Prior Authorization

A health insurance requirement in which providers must obtain approval from the insurer before a treatment, medication, or service is covered, to verify its medical necessity and cost-effectiveness.

Revenue Cycle Management (RCM)

The process healthcare organizations use to track patient services, from scheduling and insurance verification to billing and final payment.

Claim Denial

A refusal by an insurance provider to pay a healthcare claim, often due to missing information, incorrect documentation, or eligibility issues.

Patient Portal

A secure online platform for patients to communicate with providers, access medical records, schedule appointments, and view test results.

Outsourcing

A business strategy in which organizations delegate certain operational tasks to external specialists to improve efficiency, scalability, and cost control.

Compliance

Adherence to healthcare regulations, payer requirements, and data protection laws governing how organizations manage patient information and billing.

Clinical Trial Recruitment

The process of identifying, screening, and enrolling participants for medical research studies or clinical trials.

Administrative Infrastructure

The systems, processes, technology, and personnel that support operational tasks in healthcare organizations.

Service Metrics

Performance indicators used to measure efficiency, such as response time, verification accuracy, and claims resolution rates.

Resources

Welcome

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Strengthen Administrative Capacity Without Expanding Headcount



As patient volumes increase, healthcare organizations experience longer intake times, billing delays, and mounting administrative backlogs. Staff are often stretched thin as they juggle documentation, insurance verification, and patient communication, all while striving to support clinical teams.

Growth should never come at the expense of efficiency or staff well-being. Select VoiceCom empowers healthcare organizations to stabilize administrative operations by handling high-volume tasks through secure, premise-based support teams. These teams expertly manage patient communication, insurance verification, documentation processing, and research coordination.

With structured administrative support, healthcare organizations can:

- Reduce backlogs
- Improve patient access and scheduling timelines
- Accelerate revenue cycle performance
- Protect clinical staff from administrative overload

This approach not only strengthens administrative capacity but also enables healthcare teams to focus on providing exceptional patient care.





CONTACT US

Take a Smarter Approach to Administrative Support

Healthcare leaders see better results when internal teams concentrate on clinical responsibilities and structured support manages routine administrative tasks.

If your organization aims to reduce administrative strain, enhance workflow efficiency, or accommodate higher patient volumes without increasing internal headcount, Select VoiceCom can help.

Connect with our team to discover how structured admin support can improve your operations.

Contact our Sales Team at



855-777-4349



info@selectvoicecom.com



www.selectvoicecom.com

Learn more about Select VoiceCom's healthcare support solutions.

