

The Rightshoring Solution: A Playbook for Healthcare Companies

Essential Insights

Streamlining Healthcare Ops:

Reduce support costs by up to 60% while protecting patient access, quality, and service continuity.

Closing the language gap:

Deliver multilingual support that improves access, strengthens trust, and helps reduce missed appointments.

Rightshoring for Resilience:

Blend onshore, nearshore, and offshore teams to reduce strain, stabilize service levels, and support 24/7 healthcare delivery.



Delivering consumer-centric healthcare now means balancing rising expectations, staffing pressure, cost constraints, and access demands.

However, leveraging global solutions can help healthcare organizations meet patient and member needs with efficiency, excellence, and measurable success.

Are you looking to streamline operations, deliver multilingual support, reduce staff turnover, and drive financial growth?
Rightshoring can be one of the most practical levers.

Healthcare businesses today face evolving complexities. Geo-diversity provides a clear path forward. By strategically relocating select business operations offshore, companies can address some of the most critical challenges facing the



It's time to **rethink** **rightshoring** in healthcare.

Modern rightshoring is no longer limited to transactional back-office work. With HIPAA-compliant governance, role-based training, integrated QA frameworks, and technology, healthcare organizations can extend global support across more consumer-facing and operational functions.

Onshore, Nearshore, and Offshore

- **Onshore** refers to operations performed locally in the United States. Historically, onshore activities have dominated healthcare processes.
- **Nearshore** service providers operate within close geographical proximity, such as Latin America and the Caribbean.
- **Offshore** refers to operations further abroad in regions like the Asia-Pacific, including the Philippines.

Healthcare organizations can leverage the geographic trifecta of onshore, nearshore, and offshore resources to “rightshore”—crafting a delivery strategy designed to align with business, financial, and patient care goals. By blending global resources with onshore operations, rightshoring becomes a balanced, impactful solution.

Defining the Rightshoring Advantage

Rightshoring offers a tailored approach to healthcare challenges through:

- **Enhanced** flexibility to match staffing models to demand.
- **Optimized costs** through scalable global talent solutions.
- **Improved** access through multilingual support and consumer-centric engagement.

Multilingual Services:

Bridging Critical Gaps

Clear communication is non-negotiable in delivering quality healthcare. Millions of Americans face language barriers that can lead to delayed treatment, miscommunication, and loss of trust in the system. Carenet bridges these gaps with multilingual services, designed to foster trust and clarity at every touchpoint.

Why Invest in Multilingual Solutions?

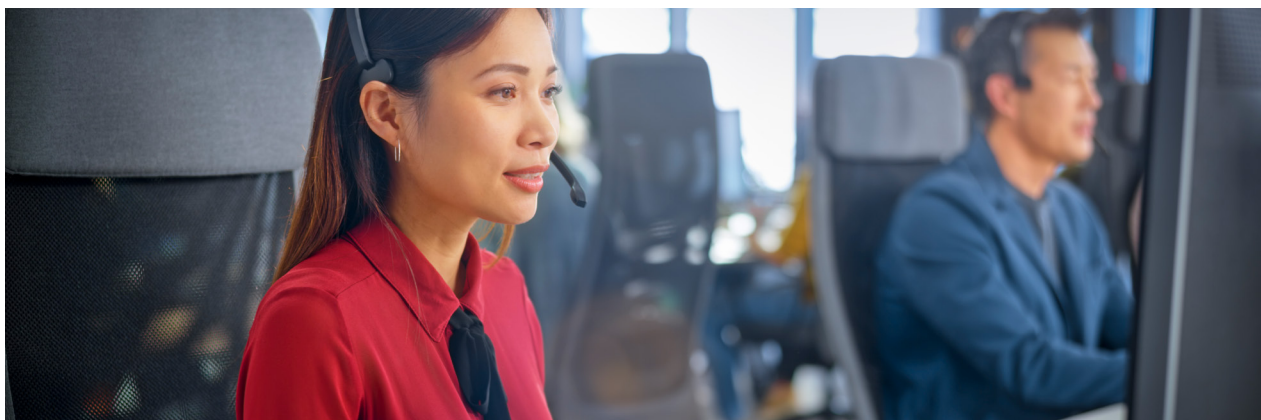
- **Elevated Experiences:**
build stronger trust and loyalty with culturally competent care.
- **Streamlined Operations:**
reduce friction in scheduling, outreach, navigation, and follow-up workflows.
- **Regulatory Compliance:**
meet federal mandates for equitable care access.
- **Community-Centric Engagement:**
strengthen ties with diverse populations. Carenet’s multilingual offerings empower organizations to meet the growing expectations for personalized, compliant care while achieving key performance metrics like enhanced CAHPS and CSAT scores, reduced cancellations, and higher treatment adherence.

The Future of Rightshoring in Healthcare

Historically, rightshoring in healthcare was often limited to back-office operations, such as claims processing, administrative support, and other transactional workflows. Concerns around HIPAA compliance, data risks, and work quality discouraged its use in patient-facing capabilities.

Post-COVID Transformation

Persistent labor costs, staffing shortages, and rising consumer expectations have pushed healthcare organizations to fundamentally rethink where and how work gets done. Meanwhile, advances in security infrastructure, training, and quality frameworks have made it possible to extend rightshoring into more strategic functions, without sacrificing service continuity or compliance.



As cost pressure and workforce challenges show no signs of easing, rightshoring is becoming a core component of long-term operating models, not just a short-term cost fix.

Carenet Health's Rightshoring Solutions

Carenet Health delivers healthcare-specific rightshoring support to health systems, payers, and service organizations. We focus exclusively on the healthcare industry, providing unparalleled expertise and consultative guidance based on three foundational pillars:

Pillar 1: Cost Optimization	Pillar 2: Scalable Growth	Pillar 3: Consumer Experience Enablement
Perform critical business tasks at significantly lower cost structures.	Partner with top healthcare organizations to deliver innovative solutions.	Combine human expertise with AI-powered technology to optimize healthcare consumer experiences.
Unlock reinvestment opportunities to redirect savings towards patient-centric initiatives.	Leverage Carenet's insights-driven approach to advance strategic and operational goals.	Enable omnichannel engagement and services tailored to diverse patient needs.



Challenges & Solutions by Stakeholder

Health Systems: Improve access and service consistency while reducing the strain of staffing shortages and turnover.

Payers: Support member engagement, care gap closure, retention, and service continuity with a flexible geo-diverse model.

Health Service Organizations: Scale specialized support for engagement outreach, authorizations, care navigation, and administrative tasks.

The Rightshoring ROI

Why Rightshore? The benefits include:

- **Cost Efficiency:** Save 40–60% compared to onshore operations.
- **Talent Acquisition:** Access high-performing, globally located professionals motivated to deliver healthcare excellence.
- **Operational Continuity:** Ensure uninterrupted service during regional disruptions through geographic redundancy.

Rightshoring Misconceptions:

What to Know Before You Build Your Strategy

The difference between outsourcing that works and outsourcing that doesn't rarely depends on location. It depends on the quality of the partner.

Language Barriers: English is widely spoken and mastered in our offshore locations through rigorous training and certification processes.

Work Quality: Carenet's near and farshore employees undergo healthcare-specific training, ensuring high-caliber service.

Data Security: Patient data remains securely stored in the U.S., fully compliant with HIPAA and HITRUST protocols.

Get Started with Carenet Health

Take the first step to optimize your business operations through rightshoring.

- Identify opportunities within your organization where rightshoring can have the most impact.
- Partner with us for an in-depth consultation designed to align with your goals.
- Explore our global facilities virtually or on-site to select a rightshore location that fits your needs.

Together, we'll design and implement a geo-diverse strategy that delivers both better patient outcomes and business success.

Why Carenet?

With over 500 trusted healthcare partners, Carenet Health is a proven leader in navigating the complexities of rightshoring. We combine decades of industry expertise with cutting-edge technology to deliver **measurable improvements in efficiency, engagement, and outcomes** for our clients.

Closing Thought

The healthcare landscape is changing rapidly. Organizations that invest early in rightshoring will not only save costs but also gain a competitive advantage in delivering exceptional, consumer-driven healthcare experiences.

Don't get left behind.

[Talk to a Rightshoring Expert](#)

