Medical call center doubling space, adding 150 jobs in Anne Arundel County

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A company that helps patients keep in contact with their doctor is expanding in Linthicum Heights, with plans to add up to 150 local employees to its ranks.

Call 4 Health is a medical call center firm headquartered in Delray Beach, Florida. The 20-year-old company started out as an after hours call-answering service for patients trying to contact their doctors or nurses regarding medical questions. Now the company handles several other aspects of patient-care provider interactions as well, like appointment scheduling, and they have nurses on call to help with triage.

COURTESY OF CALL 4 HEALTH

The Call 4 Health medical call center in Linthicum Heights is expanding and hiring more than 100 new staff.

Joseph Pores, CEO of Call 4 Health, said the demand for medical call center services has increased dramatically over the past several years, as doctors and care providers have become more focused on patients, and keeping them healthy outside of the hospital or doctor's office. That's where Call 4 Health comes in, he said, to handle the administrative side of things. And Pores expects demand to continue growing, as technology-assisted outpatient care services like telemedicine become more popular.

Amid that growth, the company is expanding its Maryland presence, taking on twice as much office space — it will occupy about 6,000 square feet at 601 Global Way — by September, and hiring new call center agents and triage nurses to its 50-person local team.

Pores said most of the jobs Call 4 Health will be hiring for will be entry-level positions, with no clinical background requirement. He said Call 4 Health provides extensive training for all of its employees.

"We've been very successful over the past few years and as health care keeps changing and moving forward, we can continue to dedicate our time and resources, so your doctor can just focus on being your doctor," he said.

Call 4 Health processes up to 33,000 calls per day for nearly 1,800 clients, including hospitals and health care systems, home care organizations, hospices and pharmaceutical firms. Pores expects the Maryland expansion will help increase the company's daily volume to 50,000 call per day, and its client base to more than 2,000. The company currently employs more than 500 people in its three U.S. locations in Florida, Maryland and Spring Hill, Tennessee.

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