DSS™

Call Center Services



Every Referral Matters. *So does the team answering the call.*

Help your team maintain timely referral response and consistent communication when staffing needs change. DSS provides flexible short-term, extended, or supplemental call center coverage for vacancies, PTO, staff training, increased referral volume, and unexpected staffing needs.

- Referral intake, screening, and electronic documentation
- Hospital communication and follow-up
- Donation conversations, obtaining authorization, and documentation
- Uniform Donor Risk Assessment Interview (UDRAI) completion
- Case notification, escalation, and coordinator dispatch

DSS works with your team to align services with your organization's processes, communication standards, and quality expectations.

Have a coverage gap or growing referral volume?
Contact DSS to discuss call center support for your team.

Dedicated Staffing Solutions
Helping You Help Others
877-231-2045 • dss-cares.com