

Using new technologies to empower people living with diabetes



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Diabetes is a prevalent and growing health concern that requires ongoing medical attention and support for people living with diabetes (PLWD). Teleperformance recognizes the significance of developing innovative solutions that empower PLWD to manage their condition in a more autonomous way, so they don't rely heavily on the support from a dwindling pool of healthcare professionals.

By leveraging new technologies, such as wearable devices and telemedicine, PLWD can play a more active role in their care, thereby alleviating the burden on healthcare services while simultaneously improving outcomes.

So, it should come as no surprise that usage support for these devices is critical for reinforcing therapeutic adherence and to enable PLWD to adopt these new technologies. Teleperformance understands the importance of device usage support in the treatment and disease management process.

We base our work streams on carefully mapped out patient journeys, maximizing efficiencies and providing high-quality care.



We prioritize patient centricity by using advanced technology and data analytics to create personalized experiences for each patient.

We also recognize empathetic communication as an essential component of any program aimed at supporting PLWD. Hence, we upskill our staff to provide compassionate care, by training them to understand how diabetes affects PLWD and how to use empathic communication to build trust and rapport in all interactions with the diabetes patient group.

This is how we deliver personalized care that accommodates the unique needs of each patient, whilst automating low-value activities and having a high-touch approach to more valued activities.

Teleperformance has over 10 years of experience in supporting PLWD, most of it gained in customer support programs for diabetes medical devices. We prioritize patient centricity, efficient patient journeys, personalized care, and empathic communication, ensuring that we provide a high-quality service that adds value to the disease management process.

We remain committed to the use of technology and data analytics in the best possible way, allowing us to create personalized experiences for each patient, that in turn improve outcomes and empower PLWD to take back control of their life.

