

BPOs hunt for docs to cash in on healthcare boom in US

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A TEAM of nurses and paramedics led by two doctors are busy studying profiles of elderly patients to prepare risk reports for insurance companies.

There'd be nothing unusual about this scenario except that the patients and the insurance companies are in the United States, the doctors 15,000 km away in Noida.

More and more outsourcing firms in India are hiring medical professionals — doctors and nurses — as they look for new areas of business to supplement shrinking incomes from sectors that have traditionally opted for outsourcing, like finance and banking.

So, Patni BPO, the business process outsourcing arm of Mumbai-based Patni Computer Systems, has hired 25-odd people for its new long-term healthcare team.

Four other outsourcing firms — Wipro BPO, TCS, Cognizant and HCL — told *Hindustan Times* that they are now hiring doctors, nurses and paramedics. About 15 to 18 people come on board every month, said officials, though at the moment companies are reluctant to share the exact figures.



WHO IS OUTSOURCING?

Insurance firms, clinics, pharmacies in the US.

IN DEMAND

Degrees in pharmacy, medicine, dentistry, nursing, ayurveda and homeopathy.

WHY?

Outsourcing firms look to supplement shrinking incomes from finance and banking sectors.