

■ Carolinas HealthCare System Call Centers:

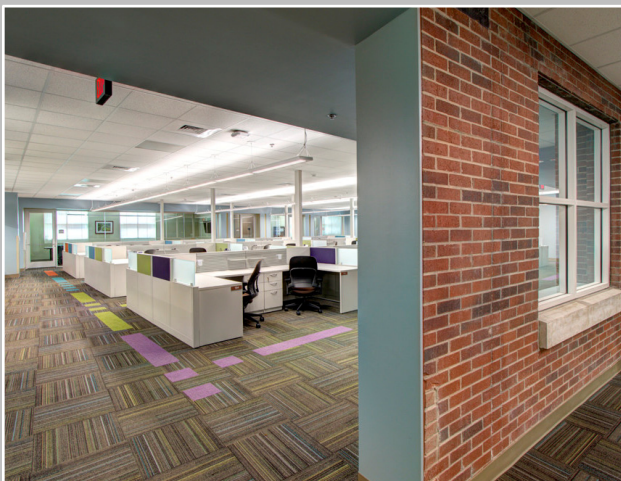
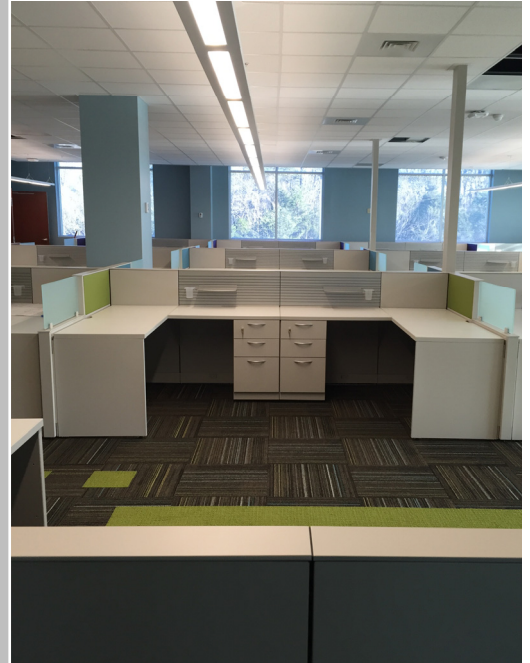
Location: Mint Hill, Kannapolis, & Waxhaw, North Carolina
Principal In Charge: Damian Huneycutt, AIA, NCARB
Contact: Jamie Toler, Project Manager, Bridgewater Inc.
704.591.2708
Square Feet: 16,667; 13,731; 8,691
Cost: \$1,051,816; \$2,290,253; \$517,341
Completion: 2016

■ CHS regionalized their Live Answer Call locations for CHS Medical Group service lines. Each clinic throughout CHS Medical Group practices pulled their live answer staff out of the clinics (each clinic may have 2-8 LA Staff embedded) and placed them in these Live Answer call centers.

The Mint Hill Call Center was an upfit of a warm dark shell, accommodating 156 staff and their support spaces over 3 floors.

The Kannapolis Call Center was a renovation of clinical space to accommodate 113 staff and training rooms over the first floor. Approximately 75% of the existing clinical space was demolished and the Live Answer Call Center was be constructed in its place. This facility also required infrastructure modifications to upgrade the HVAC system.

The Waxhaw Call Center was an upfit of a warm dark shell, accommodating 82 staff and their support spaces on the second floor of the MOB.



WRIGHT
McGRAW
BEYER
ARCHITECTS

2105 Water Ridge
Parkway Suite 450
Charlotte, NC
28217

704.535.6374
www.wmba.net