

# AI Call Center for Patient Access

*Reimagining Patient Access with Intelligent Agents*

The AI Call Center for Patient Access is an AI-powered virtual assistant that modernizes how health systems manage patient calls. It automates appointment scheduling, call routing, and outbound reminders to improve patient experience, reduce staff workload, and increase operational efficiency.



## ✓ Appointment Scheduling

- Handles inbound scheduling and rescheduling requests
- Verifies patient identity and eligibility in real time
- Books, updates, or cancels appointments directly in your system
- Supports multi-department and multi-location scheduling

## ✓ Intelligent Call Routing

- Answers and triages patient calls instantly
- Understands natural language to route calls to the right destination
- Offers self-service for common needs (directions, hours, billing)
- Reduces wait times and unnecessary transfers

## ✓ Outbound Reminder Calls

- Automates calls to confirm or reschedule appointments
- Reduces no-shows and improves appointment utilization
- Uses natural, customizable voice scripts
- Syncs directly with EHR and scheduling systems

## Always-On Agents Benefit Patients, Clinicians, and Health Systems



### Enhance Patient Experience & Access

Immediate, accurate responses with 24/7 availability



### Reduce Call Volume & Response Time

Frees up staff to focus on complex or urgent requests



### Boost Operational Efficiency

Optimized workflows and scheduling, while reducing costs

The future of patient access starts here.