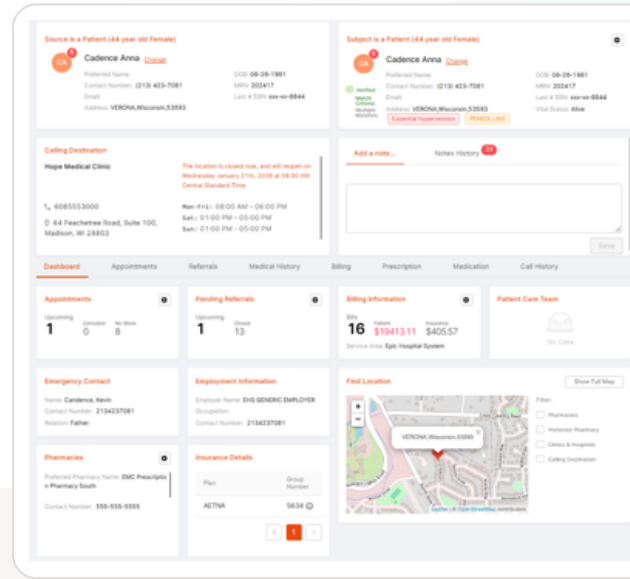


Patient Assist

The contact center AI that makes every agent your best agent.

THE CHALLENGE

Rising call volumes, staffing that can't keep up, and fragmented systems are making every interaction harder than it needs to be. SpinSci helps healthcare organizations scale patient access without adding headcount.



KEY CAPABILITIES

AI agents that work alongside your human staff to automate and accelerate every patient interaction.



Unified View

Eliminate system switching and manual lookups to speed calls and get patients the care they need.



EHR-Integrated

Surface real-time patient data and interaction history so agents have the information to personalize and resolve every call.



Contact Center Native

Connect seamlessly with your contact center platform so AI and automation fit into your existing workflows from day one.



Real-Time Guidance

Automatically present relevant information as the call unfolds, from outstanding balances and overdue refills to scheduling availability.

BENEFITS

SpinSci's AI agents surface the right information at the right moment so agents can focus on the patient, not the systems.

Shorter Average Handle Times (AHT)

Serve more patients with faster response times, fewer escalations, and higher first call resolution rates.

Higher Productivity

Reduce administrative burden with a single, unified view that puts patient data at your agent's fingertips.

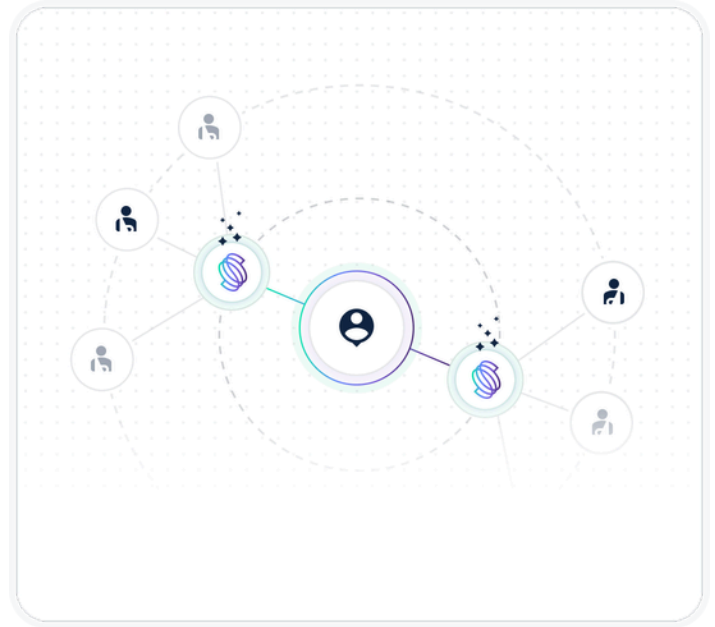
Better Patient Experience

Give patients faster, more consistent interactions that close patient access gaps.

KEY WORKFLOWS

SpinSci supports critical contact center workflows, including:

- ✓ Appointment scheduling, modification, and cancellation
- ✓ Billing inquiry handling and payment assistance
- ✓ Prescription refill and pharmacy coordination
- ✓ Referral initiation, tracking, and status updates
- ✓ Patient updates and administrative requests



WHY SPINSCI

Better access, better care

01

Built for Patient Access

SpinSci is purpose-built for the complexity of patient access, trained on the nuances of real patient-provider interactions. The result: workflows that actually work the way your staff and patients expect.

02

End-to-End Orchestration

We enable AI agents and human teams to collaborate across the end-to-end patient journey. Workflows are orchestrated according to your decision logic and operational data so every action reflects how your system actually runs.

03

Native Integration Across Your Core Systems

SpinSci connects natively with your existing EHR and contact center infrastructure. With deep integrations across the industry's leading platforms, our AI works within the systems your teams already rely on.

PROOF POINTS, NOT PROMISES

165

HEALTH SYSTEMS

400M+

PATIENT INTERACTIONS
AUTOMATED

60M+

PATIENTS SERVED

Get started now

See how SpinSci can transform patient access.

Book a demo