

# Patient Engage

*Increase capacity, speed access to care*



## THE CHALLENGE

Under pressure to serve more patients and reduce administrative burden, health systems need a modern approach to patient access. SpinSci delivers a human-like voice AI experience from first contact to final bill.

## KEY CAPABILITIES

**Serve more patients without adding headcount, using voice AI agents trained on your patient access workflows.**



### End-to-End Workflow Orchestration

Our AI agents don't just answer questions, they complete tasks. From scheduling to referrals and billing, each agent owns the full workflow.



### EHR-Native Intelligence

Agents are powered by SpinSci's AI framework, a platform built directly on your EHR's decision logic and operational data, not assumptions.



### Seamless Human Collaboration

When high-touch support is needed, the handoff is instant and complete. Live agents inherit full conversation context before the first word is spoken.



### Always On, Infinitely Scalable

AI agents handle every inbound patient interaction at any volume, at any hour, with no degradation in speed or accuracy.

## BENEFITS

**Deploy a digital workforce of AI agents to accelerate every touchpoint in the patient journey.**

### Reduce Staff Burden

Let AI agents handle high-volume, repetitive interactions so your team can focus on complex cases that need high-touch care.

### Better Patient Experience

Give patients the personalized interactions they expect by resolving scheduling, billing, and prescription requests 24/7, without hold times or delays.

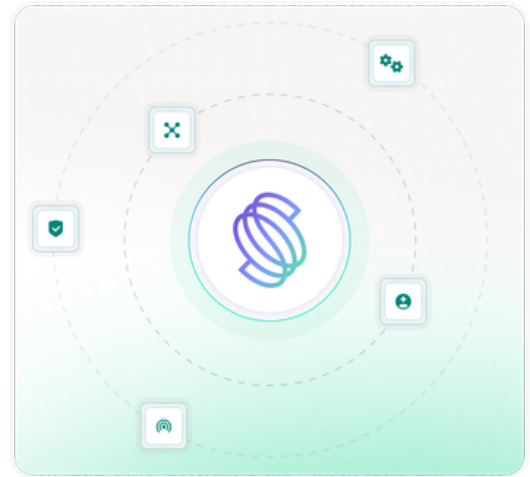
### Health System Growth

Reduce costs and scale capacity to keep clinician schedules full, collect more payments, fill more prescriptions, and improve referral conversion.

## PATIENT ACCESS AI AGENTS

### SpinSci's AI agents support critical patient access workflows, including:

- ✓ **Scheduling** - Automates appointment scheduling, rescheduling, and cancellations across providers and locations.
- ✓ **Pharmacy** - Helps patients with medication questions, refill requests, and pharmacy coordination.
- ✓ **Billing** - Assists patients with billing inquiries, payment questions, and balance resolution.
- ✓ **Benefits** - Verifies insurance eligibility and benefits instantly and helps patients understand insurance coverage.
- ✓ **Prior Authorization** - Handles prior authorization submissions and follow-ups from request to approval.
- ✓ **Referrals** - Captures and processes referral requests, connecting patients to the right provider without delays.



## WHY SPINSCI

### 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 with AI.

[Book a demo](#)