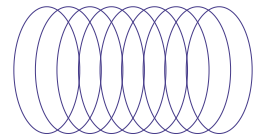


A DIGITAL WORKFORCE FOR PATIENT ACCESS

Agentic AI for patient access



SpinSci gives health systems a digital workforce of AI agents that removes friction from every step of the patient journey, so you can serve more patients, expand access, and drive revenue.

THE CHALLENGE

Health systems are being asked to serve more patients with fewer resources than ever, and patient access is where the strain shows first. Patients wait on hold, repeat themselves across fragmented systems, and give up before they get the care they need. Contact center staff are overwhelmed by high call volumes and repetitive, low-value work, driving burnout and turnover. And every missed appointment, unconverted referral, and unpaid bill leaks revenue the health system cannot afford to lose.

HOW WE DO IT

SpinSci deploys AI agents trained exclusively on patient access workflows. Together they cover the full patient journey, from first contact to resolution.

- ✓ **Autonomous AI agents** resolve scheduling, billing, referral, and pharmacy interactions end-to-end, at any volume, around the clock.
- ✓ **Assistant AI agents** work alongside your staff like trained co-workers, giving them full patient context so every interaction is faster and more effective.

Four solutions, one digital workforce

Voice AI

AI agents that handle patient calls end-to-end. Scheduling, referrals, billing, and prescription requests resolved accurately with no hold times, no transfers, and no repeated questions.

Contact Center AI

A single, unified view that puts patient data at your agents' fingertips. AI agents work alongside staff to cut hold and handle times and reduce administrative burden.

Patient Notification AI

Proactive, personalized outreach across voice, text, and email, tied directly to your EHR. Fewer no-shows, more refills, higher referral conversion, more bills paid.

Clinical Communications

One unified hospital communications platform. Operators get complete visibility into patient locations, provider directories, and on-call schedules for faster response times.

The Healthcare AI Fabric (HCAF)

Every SpinSci solution is powered by HCAF, an intelligence layer purpose-built for patient access and integrated natively with your EHR and contact center systems. Most healthcare AI fails because the data feeding it is messy, inconsistent, and not ready for AI reasoning. HCAF solves the data problem first.

01

Operationalizes your healthcare data

HCAF makes raw EHR data and unstructured content — PDFs, spreadsheets, notes — AI-ready, so agents work with accurate, complete information every time.

02

Builds your decision logic into the model

Your workflows and decision trees live inside the AI reasoning model itself. Agents follow the exact logic your health system requires, behaving like a trained staff member, not a generic bot.

03

Integrated natively, not bolted on

HCAF connects directly with leading EHR and contact center platforms and orchestrates AI agents across voice, digital, human, and hybrid experiences.

WHY SPINSCI

The deepest EHR and CCaaS integrations in the market

They are not add-ons. They are the foundation our AI is built on.

AI agents that reason, act, and collaborate

They understand context, intent, and patient history, and they own workflows from first contact to resolution.

Nearly two decades exclusively in healthcare

We know where the friction lives and what it costs when patient access breaks down.

See it in action

Book a demo to see how a digital workforce of AI agents changes patient access at your health system.

[Book a demo](#)