

Automating appointment rescheduling, *freeing 123,000+ hours* a year

Success summary

The integration of LOLA, Tucuvi's Clinical Voice AI Agent, has **transformed appointment management at scale across a large multi-site health system.**

Facing growing patient volumes, the group needed a solution able to negotiate new appointment slots with patients, centralize management across the network, and relieve pressure on the operational team. Tucuvi's enterprise AI Care Management platform was key to making it possible.

The results, after more than a year of operation:

\$11.6M

Capacity gain in Year 1

+868k

Rescheduling calls handled

77%

Sustained autonomy on completed calls

~77

FTEs equivalent redirected to higher-value work

The starting point

A group in *rapid expansion* looking to take appointment management to the next level

A **growing health system**, with steadily increasing appointment volume

An operational team dedicating **significant time** to routine rescheduling calls

Rescheduling processes **partially decentralized** across sites

An opportunity to **negotiate new slots** with patients beyond simple accept/cancel

The new model

A *centralized*, scalable and autonomous operation

Real-time slot negotiation with access to each service's schedule

100% of rescheduling centrally managed across the entire network

77% sustained end-to-end autonomy on completed calls, without operational team intervention

+123,000 hours freed, equivalent to ~77 full-time agents redirected to higher-value work

Analysis

The group's *context*

A rapidly expanding health system looking to evolve its appointment management model to sustain growth without overburdening the team.

The group operates **a large multi-site health system across the country**. To manage the growing appointment volume from patients across its network, it relies on a centralized scheduling operations team that coordinates scheduling for all facilities in the health system.

Until then, the group had an automated scheduling system that allowed patients to accept or cancel the assigned appointment, but **did not open the door to negotiating new slots** when the initial proposal did not fit.

To guarantee the best possible experience, the operational team manually called **100% of patients** for any change to their original appointment, negotiating a new date based on availability. This approach ensured the quality of contact but created **significant pressure on the team** as the network grew.

The group identified an opportunity to *transform* this model: introduce a system capable of autonomously negotiating new appointment slots, centralize 100% of management, and offer better care to its patients.

Objectives

With these objectives in mind, the group partnered with Tucuvi to deploy LOLA:

01

Scale efficiently

The operational team, in line with the addition of new hospitals and rising patient demand.

02

Centralize management

Unify the rescheduling process into a single coordinated operation across the entire network.

03

Reschedule with flexibility

Enable negotiation of new appointment slots with the patient and securely authenticate the appointment holder.

The service

What LOLA handles *in every call*

To meet these objectives, LOLA autonomously handles the entire rescheduling cycle: from patient and site identification to negotiating and confirming a new appointment in the schedule, covering the full operational complexity of a clinical contact center.

Appointment types handled



Routine appointments
And scheduled follow-ups



Multiple appointments
Several appointments in one call



Past appointments
No-show recovery



Same-day changes
Urgent and last-minute changes

Conversation flow

02

Step 02
Secure patient authentication
Verifies that the person on the line is the appointment holder, ensuring any modification is made with their consent.

04

Step 04
Recording in the patient chart
Every interaction is recorded in the system with bi-directional traceability, just as if it had been handled by a human agent.



01

Step 01
Site and purpose identification
LOLA introduces herself stating the site and specialty of the appointment, giving the patient context from the very first second.

03

Step 03
Slot negotiation
Proposes multiple alternatives in real time, checking the actual availability of the service's schedule, until finding the slot that best fits the patient.

05

When needed
Human agent escalation
When no slots are available or the patient rejects all alternatives, the call is redirected to the operational team with the full context of the conversation.

Strategy and implementation

A native integration with the group's *ecosystem*

To run this flow at the group's scale, LOLA's deployment required a **native integration with the contact center platform** and the **electronic health record**. This integration allows LOLA to operate as an extension of the team, maintaining traceability and continuity of care.

01

Native integration with Genesys Cloud

LOLA integrates with the group's contact center platform, **Genesys Cloud**, via **AudioHook** (bi-directional WebSocket streaming), joining as another agent within the existing routing. No need to migrate systems or alter the contact center's operational flows.

02

Full recording in the EHR

Every LOLA interaction is logged in the **patient chart** with bi-directional traceability, just as if performed by a human agent. **Specific reason codes** are used so the contact center team can distinguish and segment what was handled by LOLA versus what was handled by human agents.

03

Human handoff with full context

When LOLA cannot resolve a call autonomously (either because no slots are available or the patient rejects all options), **it transfers the call to the operational team with full context**: reason, patient information, and conversation summary. The human agent picks up the call with all the information they need.

Architecture

The integration with the **group's EHR** works via daily feed of patients to reschedule and return of results with standardized classification. As an alternative to native streaming, the connection with the contact center can be made via **REST API**.



Deployment evolution

How *capacity and autonomy* grew over time

With the technical integration in place, the deployment progressed in phases, gradually expanding the **appointment types handled**, the **monthly volume**, and LOLA's **autonomy** on completed calls.

01

Phase

Configuration

Month 1

Initial validation of the model with a volume **4× higher than estimated** from day one.

Monthly volume

+54k

Calls handled

Types covered

Routine

Routine and scheduled follow-up appointments

Autonomy

64%

On completed calls

02

Phase

Rollout

Month 2

Refining the authentication flow and **expanding capabilities**, raising autonomy and improving the patient experience.

Monthly volume

+90k

Calls handled

Types covered

Routine

Multiple

Adding the ability to handle multiple appointments per patient in a single call

Autonomy

71%

On completed calls

03

Phase

Consolidation

+12 months of operation

A **sustained operation at scale**, with metrics that have continued improving beyond the first year.

Cumulative volume

+868k

Calls handled

Types covered

Routine

Multiple

Past

Same-day

Full coverage of the contact center operation

Autonomy

77%

On completed calls, sustained over +12 months

Analysis · Calls not resolved autonomously

What happens with the calls that are *not resolved* autonomously?

Although LOLA reaches over 77% autonomy on completed calls, a portion of calls is not resolved autonomously. For those cases, the system guarantees that **no request is left unattended**, redirecting them to the operational team with all the necessary context.

Main cause

Calls not completed by LOLA

When LOLA cannot resolve the call autonomously, it is redirected to the human team with full context. The **main cause (more than 30% of cases)** is that the patient rejects all alternatives offered during the negotiation. Other causes include lack of available slots or incorrect contact numbers.

“

For us, an appointment is not an administrative task. It is part of the patient's *care journey*. Incorporating LOLA has allowed that experience to maintain its quality even as volume has grown.

— Operational lead, hospital network

Global impact

A driver of efficiency and *clinical quality* in appointment management

Considering both calls resolved autonomously and those redirected to the human team, the first year of partnership consolidates a structural shift in the group's operation: a fragmented process has been transformed into a **centralized, intelligent, and scalable system**.

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Operational efficiency at scale

A sustained autonomy rate that drives capacity and productivity for the operational team across all sites.



Autonomous rescheduling

Multiple alternatives proposed and booked in real time, with direct access to each service's schedule.



End-to-end network centralization

100% of rescheduling requests are now managed centrally, eliminating bottlenecks and inconsistencies across sites.



Clinical and operational scalability

One AI Agent able to grow from administrative to clinical use cases without changing platforms or vendors.



Better patient experience

Higher satisfaction through high-quality conversational interactions, following standardized clinical protocols.



Growth without overload

+123,000 hours freed for the operational team to focus on higher-value processes in a rapidly growing network.

Together, these results consolidate LOLA as a *key driver* of efficiency, scalability, and clinical quality in appointment management within the group, which is **already expanding into new functionalities and care areas**.



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