



What Can AI-Powered Virtual Agents Do for Healthcare?

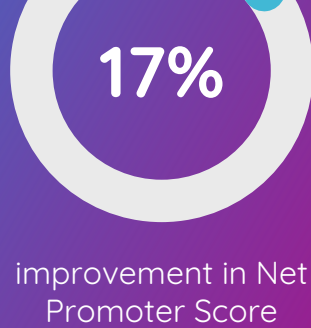
Intelligent virtual agents engage patients conversationally over voice, chat, and SMS channels to offload issues typically handled by call center agents and front line staff. From inbound/ outbound scheduling and payments, to authentication and routing, AI-powered virtual agents automate common healthcare-related tasks for a frictionless patient experience.

ROI by the Numbers

For many healthcare organizations, the conversational AI journey starts by automating scheduling over voice and digital channels. Here's the ROI hospitals experience from this use case alone:



call reduction to the contact center



improvement in Net Promoter Score (NPS)



average cost savings per call

Virtual Health Agents Powered by SmartAction



CONVERSATIONAL INTERFACE

Our virtual health agents help patients resolve issues conversationally over voice, SMS, and chat – there's no need to navigate complex phone menus or install new technology apps.



OMNICHANNEL EXPERIENCE

Our conversational AI solution helps you connect to patients on the communication channel they prefer, and retains dialogue context when switching across voice, chat, and SMS.



HIPAA COMPLIANCE

SmartAction is fully compliant with HIPAA regulations to safeguard PHI and ensure patient privacy.



DEDICATED CX TEAM

Our team of conversational AI experts for voice and chat handle everything for you from initial design to ongoing operation.



DATA SCIENCE SERVICES

We provide custom reporting with data-driven insights to measure call performance, improve the conversational experience, and ascertain ROI.



EHR INTEGRATION

SmartAction integrates with all major EHR systems, in addition to your existing contact center infrastructure, to deliver an effortless patient experience.

Top Use Cases for Healthcare



APPOINTMENT MANAGEMENT

Nearly all patients schedule doctor appointments over the phone. Our virtual agents excel in scheduling and follow up over outbound voice and text to confirm, modify, get wait-listed or cancel, so you never have a missed appointment again.

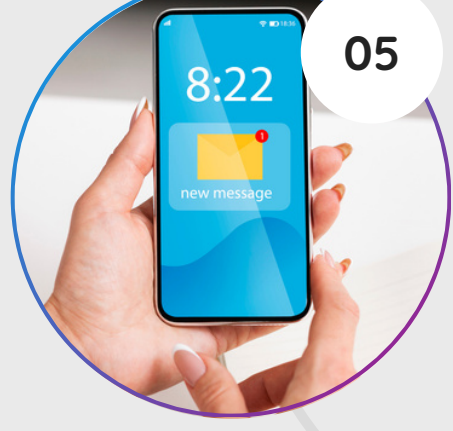
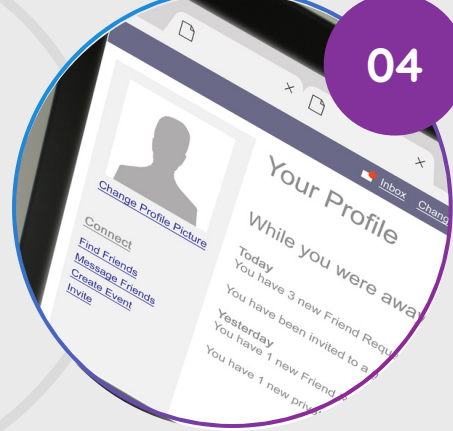
PATIENT AUTHENTICATION
Answer every call with a friendly greeting and capture user intent in natural language. Our virtual health agents authenticate patients through HIPAA-compliant protocols and route calls to the appropriate caregiver or department.



BILLING AND COLLECTIONS

Allow patients to get balance notifications and make payments via text, chat, or voice. Resolve outstanding balances faster with inbound/outbound calls to collect payment or arrange payment terms.

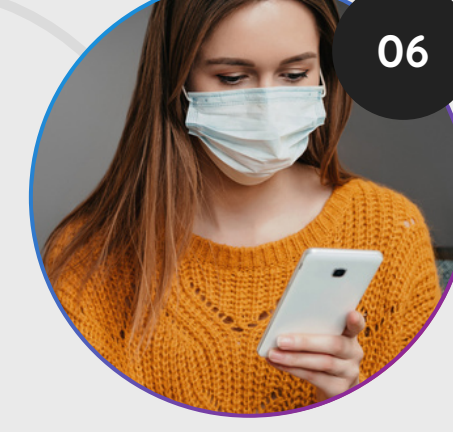
ACCOUNT MANAGEMENT
Facilitate patient access to member services with automated self-service over telephony. Patients can easily change their address on record, update their profile information, and even order medical supplies by simply using their voice.



PATIENT OUTREACH

Proactively engage patients over voice and digital channels. Remind patients about upcoming visits and provide the option to change or cancel appointments. Offer tips for general wellness, reminders to refill prescriptions, and updates on health services.

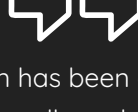
SYMPTOMS TRIAGE
Deflect 100% of COVID-19 related calls to SMS and chat channels, where symptoms can be triaged and an escalation path can be determined. Advise to call 911, go to the emergency department, or receive a callback from a physician.



CASE STUDIES, DEMOS VIDEOS, AND MORE.

Discover how our AI virtual agents help businesses like yours boost customer satisfaction, reduce call center costs, and add more to your bottom line.

[LEARN MORE](#)



"SmartAction has been a **long-term partner** and has allowed us to automate many of our **up to medium complexity** calls, **freeing up our human resources** to focus on more value-added activities."

Dr. Stephen Shaya

