

SMART Agent

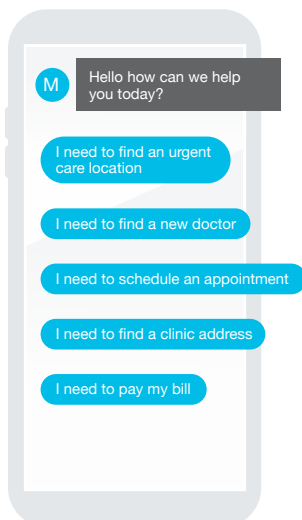
Powered by Conversational AI Technology

Meet SMART Agent, your health system's omnichannel virtual agent for your patients at every step of their care journey. SMART Agent provides a breakthrough Conversational AI experience that accurately and immediately answers a wide range of questions and completes common tasks—improving customer experience, reducing call volumes and easing staff burden.

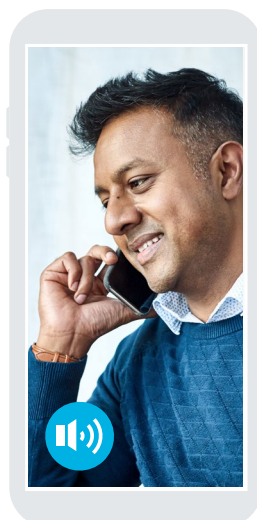
Why Choose SMART Agent?

- Patient-initiated interactions:** patients can start conversation at their convenience
- Omni-channel experience:** meet your patients where they are via SMS, web, or voice.
- Knowledge base:** answers questions powered by the information from your website and other documentation; with zero setups from your IT department
- Live chat:** seamless and contextual escalation to your staff as appropriate
- EMR-integrated self-service:**
 - Appointment management: look up, confirm, cancel, reschedule appointments
 - Prescription refill: prescription management and support
 - Bill pay: lookup and pay bills related to past and future care
 - Procedure eligibility and estimates: get information on procedures, eligibility, and estimates

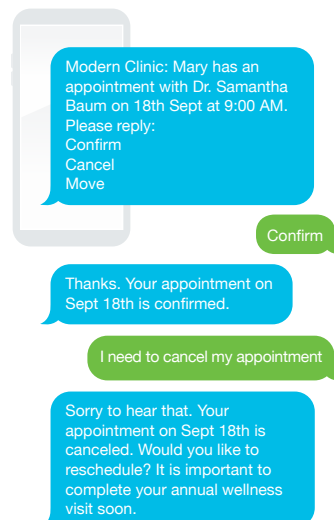
SMART Web



SMART Voice



SMART SMS



SMART Agent can bring several benefits to your organization, including:



Enhance customer experience

Engage your patients by giving personalized guidance throughout the care journey.



Improve efficiency

Automate the common interactions, while reducing the workload on your clinical and operational staff.



Increase appointments booked

Grow revenue by making it easy to find relevant physicians, services and booking appointments.



Improve staff workload

Minimize the non-value communication tasks by your staff members with an always available self-service platform that helps patients get the information they need without waiting on hold, while reducing the level of exertion for routine tasks.