



Transforming Patient Experience with AI Voice Agents

A leading nonprofit health system in California modernized its contact center with one of the largest AI agent voice platform to standardize its patient experience.

The Challenge

Legacy IVRs Were No Match for Modern Patient Expectations

A leading nonprofit health system in California managed nearly 150,000 monthly ambulatory calls through its centralized Clinical Access Center. The organization relied on a traditional IVR and a large group of call center operators to answer and route patient calls. However, this setup lacked flexibility, offered minimal self-service options, and wasn't integrated with the system's EHR—creating a disjointed experience compared to the health system's modern digital front doors.


The phone remains the primary engagement channel for many patients, yet the outdated IVR failed to deliver a personalized or efficient interaction. Frustrated callers, overwhelmed staff, and a growing backlog of routine requests led to long wait times and strained resources. The system needed a scalable, empathetic, and tech-forward solution to improve caller experience while relieving operational bottlenecks.

The Solution

24/7 Multilingual AI Voice Agent Integrated with EHR

To meet its goals, the health system partnered with one of the largest AI Agent communication platforms to deploy an advanced voice agent across its Clinical Access Center. Within three months, the AI Voice Agent was live, answering 100% of inbound ambulatory calls with a branded and empathetic voice experience.

We collaborated with the health system's leadership and design teams to create a voice persona that felt "empathetic and caring"—mirroring the tone and identity used across the system's digital touchpoints. Through voice research and testing with diverse patient populations, a persona was selected that served English, Spanish, Vietnamese, Mandarin, and Korean-speaking callers effectively.



The AI agent was integrated with the health system's Epic EHR, enabling self-service for high-volume, repetitive tasks such as:

- Confirming, rescheduling, and canceling appointments
- Requesting prescription refills
- Initiating patient portal password resets

The multilingual voice agent also provided intelligent routing and responses to routine inquiries like clinic hours and addresses—freeing up human staff for more complex needs.

The platform's flexible, modular architecture allowed rapid expansion of use cases, including extending self-service to specialty clinics, imaging centers, and primary care scheduling.

The Result

Personalized, Scalable Patient Engagement

In three months, the AI-powered voice agent transformed the caller experience:

- 100% of incoming calls now answered with an empathetic, branded voice
- Multilingual support for five key languages
- 24/7 access for patients to complete tasks previously handled only by human agents
- Seamless Epic EHR integration enabling real-time, automated self-service

Patients now enjoy a consistent, always-available communication experience that aligns with the health system's digital access goals—while call center teams experience less stress and greater efficiency.

This transformation not only enhanced the patient experience but also served as a strategic milestone in the organization's digital access journey—proving that AI voice agents, when customized and integrated well, can drive both patient satisfaction and operational ROI.

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