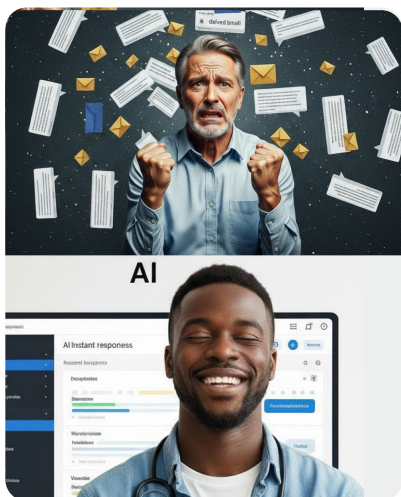
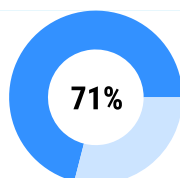


Hospital Use Case

Increased patient satisfaction through timely communication



Healthcare organizations drown in routine email inquiries about appointments, billing, and visiting hours that take days to answer. Eloquens AI integrates with your email server to instantly respond to these non-medical questions with accurate, personalized answers. When it encounters something new, it asks your team once, learns the answer, and handles it forever after, transforming patient wait times from days to minutes.



71% of patients report dissatisfaction with their healthcare experience and communication processes.

—Becker's, ResMed

Key Challenges in Healthcare Communication: The Hidden Costs



High-Volume Email Workload & Delayed Communications

Staff receive a significant volume of emails, which leads to delays in responding to patient and non-medical inquiries, appointment scheduling, and follow-ups.



Significant Staff Time on Communication

An estimated 40% of staff time is consumed by communication-related tasks, diverting valuable resources from direct patient care.



Interoperability/System Integration Challenges

Difficulties in integrating with legacy systems hinder efficient data exchange and streamlined workflows.

Eloquens AI Solution: How it Works for Healthcare

Eloquens AI seamlessly integrates with the existing email server (Outlook, Gmail, KerioConnect).



Persona, Intent Recognition & Automation

Eloquens AI identifies the intent behind emails (e.g., appointment requests, refill inquiries) and generates appropriate, bespoke responses, directly addressing high-volume email workloads and communication delays.



Customizable Personas

Healthcare organizations can create department-specific identities (e.g., appointments@clinic.com) to ensure consistent and appropriate replies.



Knowledge Base Integration

The system uses organizational-specific knowledge repositories (docs, websites, etc.), such as FAQs or policy information.



Smart Triage & Escalation

Urgent queries are prioritized and routed to appropriate staff members with complete context, significantly reducing the time staff spend on communication.



Human Oversight

The platform is always under human control.

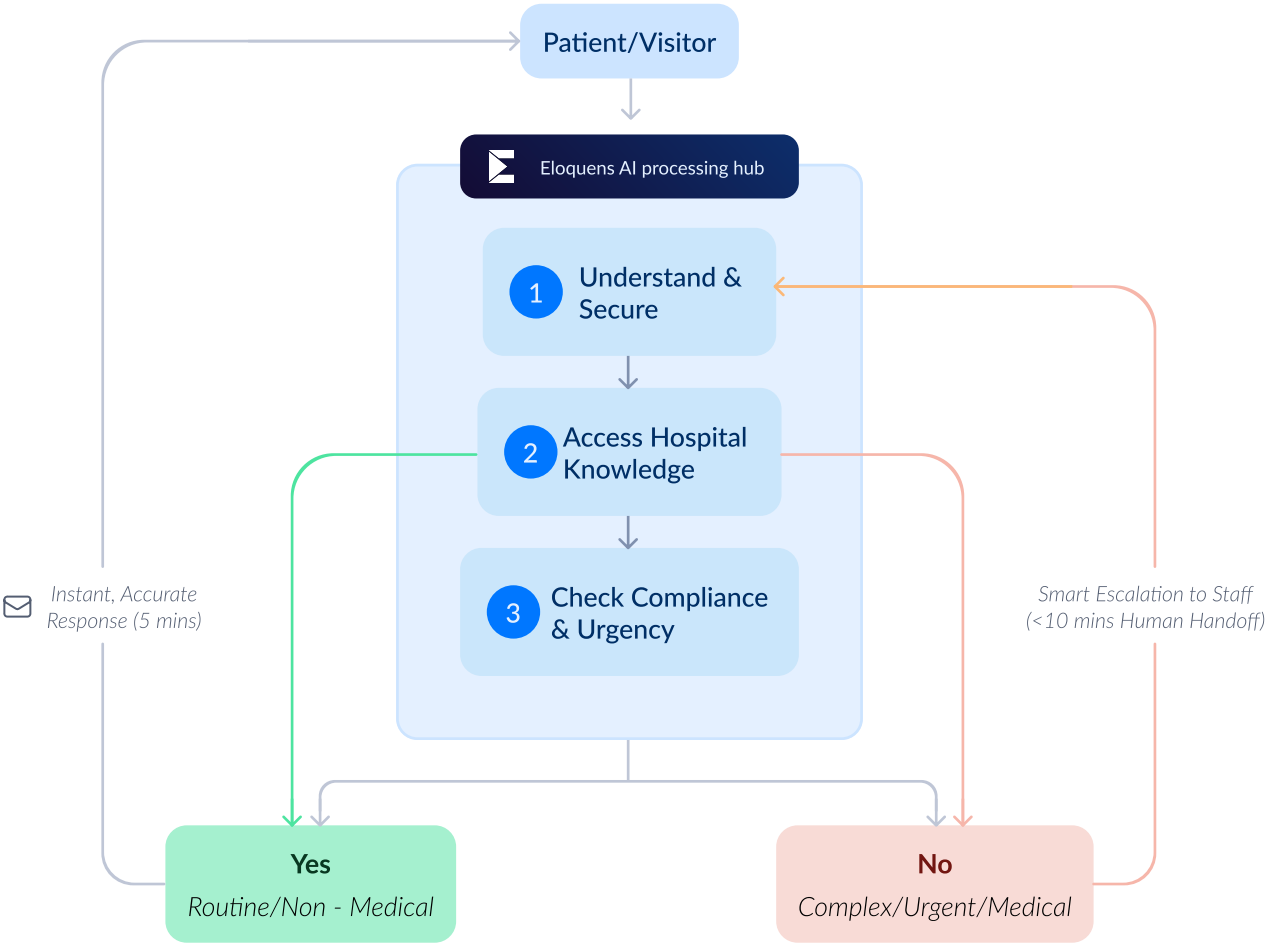


Multilingual Support

Eloquens AI supports 160+ languages, enabling patients and visitors to receive information in their preferred language.

User Journeys and Real-World Scenarios: Before & After Transformation

From pilots in mid-sized hospitals (e.g., reducing admin time by 25%):



Scenario 1: Appointment Scheduling Request

Before

The patient emails requesting an appointment change. The email sits in a shared inbox for 8-24 hours. Staff manually checks availability and responds during business hours.

After

Patient receives immediate acknowledgment with available time slots and a secure booking link within 5 minutes.

Impact:

Boosts booking rates.

Scenario 2: Billing Question

Before

Patient emails about payment options. Billing staff manually responds next business day with standard information.

After

Instant automated response with payment portal link, accepted insurance list, and financial assistance information.

Impact:

24/7 availability, reduced billing department email volume by 60%, improved bill payments.

Scenario 3: Multilingual Telehealth Query

Before

Language barriers delay response.

After

Translated reply with telehealth link and PHI-secure instructions.

Impact:

Enhances equity, reducing disparities by 30% in diverse populations.

Key Benefits & ROI: The Value Proposition

 **Workload Reduction**

Effectively manages high-volume emails, minimizing communication delays.

 **Time Savings**

Reduces staff time spent on communication by addressing the 40% burden.

 **Integration Efficiency**

Overcomes interoperability/system integration challenges.

 **Improved Satisfaction**

Directly addresses patient frustration through timely and efficient responses.

Security & Compliance

- Maintains Existing Email security protocols.
- **No patient medical data processing** - administrative information only.
- **Full Transparency** of all responses for audit trail.
- **Human oversight** for any borderline or complex queries.
- **Works within your existing IT security framework.**

Differentiation & Innovation: Why Choose Us?

Eloquens AI stands out in the healthcare sector by specifically addressing key industry challenges:

- **Rapid, High-Volume Automation:** instant responses to common pre-inquiry intents (e.g., appointments, billing, directions), operating 24/7 drastically reducing communication delays and administrative burden.
- **Accurate & Compliant:** Delivers precise and compliant replies, strictly grounded in your approved knowledge base (e.g., policy documents, FAQs, patient guides), ensuring answers remain specific, correct, and secure within HIPAA/security frameworks
- **Personalized & On Brand:** Configurable persona and tone settings guarantee that all communications are consistent with your organization's brand voice, fostering trust and a seamless patient experience.
- **Patient-Centric Approach:** Directly tackles patient frustration through efficient and responsive communication configured via advance configuration.
- **Human-in-the-Loop for Quality Assurance:** For nuanced queries, Eloquens AI drafts a response for quick review and edits by human staff, maintaining high-quality outputs without slowing down communication.