

AI IN HEALTHCARE CONTACT CENTERS

Improving Patient Connections

Patients expect fast, secure, and compassionate service. AI helps healthcare teams reduce wait times, improve coordination, and deliver patient-centered care across every channel.



Pain Points

Long Hold Times & Missed Follow-Ups

Patients get frustrated by long waits and missed callbacks. Manual systems can't keep up.

Disjointed Systems

EHR, CRM, and phone systems don't always play nice, making care delivery slower.

Language Barriers & Accessibility

Language gaps and limited interpreters lead to mix-ups and frustration.

Compliance & Security Pressure

Regulations demand accurate, audit-ready records.

Agent Burnout

Repetitive tasks and manual documentation drain focus and increase turnover.

Use Cases

Appointment Scheduling & Follow-Up

Automate reminders, confirmations, and reschedules in Epic or Agentforce.

Real-Time Transcription & Summarization

Use HIPAA-compliant transcription to capture details, cut after-call work, and improve accuracy.

Speech-to-Speech Translation

Enable real-time translation and accessibility with DaVinci's Speech-to-Speech AI.

Personalized Care Coordination

Integrate Epic and Agentforce to create care plans that evolve with patients.

Agent Assist for Clinical & Support Teams

Provide real-time prompts, chart access, and auto documentation to ease fatigue.

Results

Efficiency Gains

Healthcare teams can reduce call handling time by several minutes per call through AI-powered transcription and automated scheduling.

Compliance Confidence

HIPAA-compliant redaction and audit-ready transcripts give compliance teams peace of mind and a clear path to scaling secure AI initiatives.



Prove It First, Scale With Confidence

Starting with Blueprinting or a Proof of Technology allows healthcare organizations to validate outcomes, meet compliance requirements, and build momentum for scaling AI. The result is faster, safer, and more human patient experiences.

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Let's Get You Started



804.419.8600



sales@amctechnology.com



AMCTechnology.com