

+ HealthAssist

Reduce Contact Center Burden and Patient Hold Times with our Voice and Digital Appointment Management Virtual Assistant

Kore.ai Received the 2023 North American Product Leadership Award by Frost & Sullivan for Healthcare

Best-In-Class Care Begins with Better Patient Self-Service



Appointment Management

Empower patients to schedule, reschedule, lookup, and cancel their appointments all through conversational self-service.



Symptom Triage

Assist patients who are experiencing symptoms that require urgent care and schedule follow-up appointments to address further needs that may arise.



Notifications, Reminders, and Surveys

Push relevant care information, and instructions for upcoming visits, and harness critical feedback for continuously improving the patient experience.

Capabilities



Data Security and Compliance

We are HIPAA and GDPR-compliant and also ensure all personally identifiable information (PII) is protected and redacted as needed for your peace of mind.



Meet Patients on Their Preferred Channels in Over 100+ Languagesh

In our digital-first world, patients look to their healthcare provider to deliver solutions to them on channels they already use in the language they feel most comfortable.



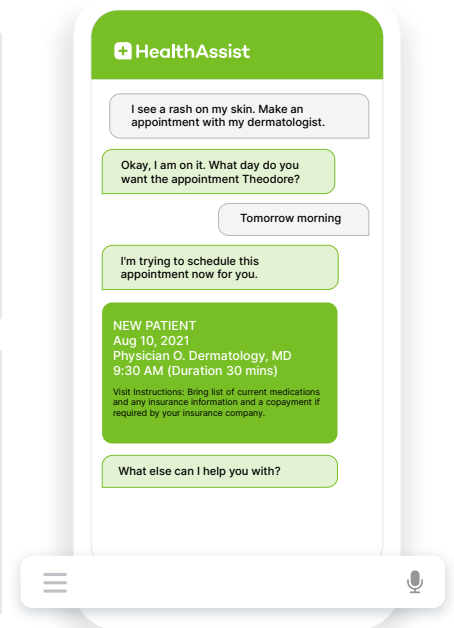
Live Agent Handoff

Seamlessly pass the conversation to a live agent, either on digital or voice channels, and enable them with real-time sentiment analysis and contextual awareness.



Knowledge AI

Quick, contextual, and human-like answers for FAQs and knowledge base search by leveraging LLMs and generative AI methods.



Pre-Configured Integrations



Customers



Orlando | Hyderabad | London | Tokyo | Seoul

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