Why Artera for Autonomous AI Agents

AI Agents Are Everywhere – Yet Not All Are Created Equal

Today's healthcare market is flooded with AI solutions making similar claims. But deploying one that actually executes workflows within the complexity of modern healthcare is another matter entirely.

If you're evaluating vendors for AI Agents (voice & text) – here are the top five reasons why Artera's AI Agents stand out:

1 An Agentic Platform and AI Services in One

We pair our Agentic Platform with AI Service Squads – dedicated teams of AI builders who work alongside your team to design, build and deploy solutions that fit your evolving workflows.

How our Squads work:

MAP
AI Builders learn your workflows, EHR environment, and patient needs

BUILD
custom solutions tailored to your unique pain points

DEPLOY FAST
builders move fluidly across design, engineering, and implementation, eliminating handoff delays of traditional software

OPTIMIZE
continuous tuning of workflows based on real data usage

For example, when a pediatric group needed to re-engage patients overdue for well-child visits, our squad built an outbound agent that identifies eligible patients, reaches them via SMS, offers specific available slots, and books the appointment directly in the EHR — all without staff involvement.

Deploy our most popular AI solutions immediately – intake, scheduling, referrals, payments, care gaps and more – or have your Squad build a custom solution.

THE RESULT: Solutions that fit your practice – not one-size-fits-all.

The state of healthcare technology today

Most healthcare providers have a few options:

- generic SaaS that forces you to adapt
- fragmented point solutions that force you to manage multiple vendors
- consulting firms that drain your budget before delivering a single tool

Artera breaks that cycle. We deliver an Agentic Platform and AI Services in One – pairing an industry-leading agentic platform with dedicated experts who custom-build solutions to solve your unique operational challenges.

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2 Human-in-the-Loop, Not Black Box Automation

Many vendors hand the entire interaction to AI and ask you to trust it. Artera's AI Agents run autonomously where it's safe - with a human backstop as needed.

Why it matters: AI handles the predictable, repetitive moments, while your staff manages the interactions that require a human touch. The result: you build patient trust and loyalty, rather than lose it.

This isn't a promise to "trust the model" - it's a set of safeguards built into how our agents operate:

WARM HANDOFF

When an agent reaches the edge of its scope, it transfers the conversation to a human with full context attached - across voice, SMS, and RCS - so staff do not start from scratch. Each practice defines its own escalation triggers.

YOUR TEAM SEES EVERYTHING

The Smart Inbox enables staff to monitor full conversation history, patient preferences, and AI performance from a single console.

COMPLETE TRANSPARENCY

Every conversation transcript is logged to the patient's record; real-time analytics show whether agents followed workflows correctly or why an agent couldn't complete a request.

CLINICAL JUDGMENT STAYS HUMAN BY DESIGN

Artera AI Agents automate administrative workflows - scheduling, reminders, intake, identity verification. They do not provide medical advice, diagnosis, or treatment. Clinical decisions remain with licensed healthcare providers, always.

3 Healthcare-Native Intelligence, Not Generic AI

We didn't pivot into healthcare - we grew up here. Artera AI Agents are enriched with a decade of patient-communication knowledge, based on thousands of proven workflows, and governed by healthcare-specific guardrails.

Our layered approach ensures:

PLATFORM-LEVEL INTELLIGENCE

Healthcare guardrails, compliance rules, and communication best practices are built into the foundation, so every agent inherits them automatically.

USE-CASE SPECIALIZATION

Agents for scheduling, intake, referrals, care gap closure, and more are each optimized for their specific workflow, using the most appropriate tools and strategies.

ORGANIZATION-LEVEL CUSTOMIZATION

Your brand voice, your knowledge base, your workflows. The last mile is always tailored to you.

2B+	#1	11+	200M+	1,000+
Annual Comms.	Best in KLAS (Patient Communications)	years Experience	Patients	Provider Customers (including specialty practices, clinics, FQHCs, multi-site health systems, and federal agencies)

Signify RESEARCH

Choosing a Voice AI partner shouldn't feel like guesswork.

A new Signify Research report, commissioned by Artera, delivers the rigorous evaluation framework this market requires - plus a vendor evaluation checklist you can take directly into demos, pilots, and contract negotiations.

Download the full report.

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4 Backed by 11+ Years of EHR Integration Experience

For AI to automate real workflows, great conversation skills aren't enough. An agent has to read and write patient information directly in your EHR - reliably and in real time.

This is where experience matters. Artera has integrated with 35+ EHRs - including athenahealth, Epic, Oracle, NextGen, Veradigm, and more - and processes 200M+ API calls from EHRs each year. That track record reflects more than a decade of navigating complex healthcare IT environments many vendors are only beginning to encounter - and it's why our AI agents run on the same proven, direct pathways our Harmony platform already uses every day to power high-performing workflows at scale.

Newer AI vendors, without that experience, lean heavily on middleware to move data in and out — adding latency, cost, and new points of failure. Artera maintains direct API access to leading EHRs, and we continue to expand those direct partnerships so more of your workflows run on the fastest, most reliable path available.

5 Security as our Foundation

At Artera, security isn't an afterthought - for over a decade, it's been our starting point. We hold ourselves to the highest standards for safeguarding your organization and the patients you serve. When AI agents engage with patients at their most vulnerable moments, trust is non-negotiable.

Our credentials:

- SOC 2 Type 2
- HITRUST Certified
- HIPAA Compliant
- FedRAMP Class D Certification (FedRAMP High)

We do not use identifiable PHI/PII to train our models. Period.

Looking for more resources?

- Decoding AI Agents for Healthcare Series
- Signify Research Report: Voice AI in Specialty for Patient Access
- Artera AI Agent Solutions

"The way technology is built has fundamentally changed. Traditional product development cycles—where feedback travels through multiple departments before a feature ships—are no longer competitive in the AI era. Artera's AI Service Squads eliminate legacy processes and place small teams of AI builders directly with healthcare providers. Artera will become the single AI Services partner to solve all of the clinic's front and back office challenges."

GUILLAUME DE ZWIREK
CEO AND CO-FOUNDER
ARTERA

TRUST EARNED AT SCALE

Trusted by 1,000+ Healthcare Organizations, Every Size and Specialty

BEST IN KLAS PATIENT COMMUNICATIONS 2026

#1 in Patient Communications 2026

4.7/5
Patient Satisfaction with Our AI Agents

2B+
Patient Interactions

65%
AI Agent Task Completion

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