Improving Patient Access With Artera's AI Agents

Artera's AI Agents manage patient conversations across voice and text — whether patients reach out to you or you reach out to them. Every interaction is powered by shared intelligence, connected to your EHR in real-time, and able to hand off to a human when needed.

When **Patients** Reach Out

Inbound

Patients call or text, and an AI agent responds instantly — 24/7, with no hold music or queues. The AI agent understands why they're reaching out, verifies identity, and completes routine requests, while updating the EHR in real time.

When **You** Reach Out

Outbound

AI agents proactively engage patients using voice or text based on events in your EHR. Every conversation is personalized, branded, multilingual, and designed to drive action.

Common Workflows

Inbound

- Schedule, reschedule, verify, or cancel appointments
- Prescription refill requests & triage
- FAQs and intelligent routing

Outbound

- Recall and no-show recovery
- Care gap outreach
- Appointment reminders and pre-visit prep

Result

Inbound

Routine conversations are resolved, freeing staff for higher-value patient care.

Outbound

More patients return to care, appointment slots stay filled, and staff spend less time on manual outreach.

CUSTOMER SPOTLIGHT

Multi-Site Orthopedic Group

60-DAY AI SCHEDULING RESULTS

43K
conversations automated

1,250+
staff hours reclaimed

$31K
labor savings

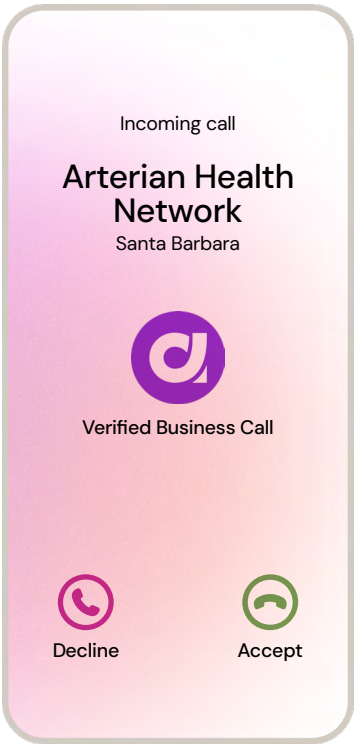
$88K
new patient revenue

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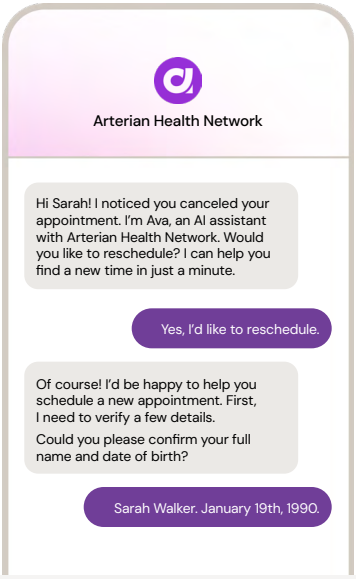
Built With You, Not Just Configured

Discover	Design	Connect	Launch	Optimize
Understand your workflows, scheduling rules, EHR, and patient population.	Build custom AI agents around your unique needs.	Integrate directly with your EHR using real-time APIs across Athena, NextGen, eCW, Epic, and more.	Validate in your environment and go live in weeks – not months.	Continuously improve performance using real-world conversations, A/B testing, and analytics.



How It Works

1 Patient Connects	2 AI Understands the Need	3 AI Moves Care Forward	4 Staff Steps in When Needed
Patients call, text, or respond to outreach.	The AI agent identifies intent and verifies the patient's identity.	The AI agent completes the request and updates the EHR in real time.	Complex requests are handed to staff with full context.



What Makes Artera Different

Built Around Your Workflows	Autonomous, But Never Alone	Continuous Improvement
Your dedicated AI Service Squad builds AI agents to fit your workflows, not rigid, out-of-the-box software.	AI agents work end-to-end and escalate only complex cases – staff get the full conversation, context, and record.	Track performance in real time as your squad monitors, tunes, and builds on agent memory, making agents smarter over time.

4.7/5 Patient Satisfaction with Our AI Agents

BEST IN KLAS PATIENT COMMUNICATIONS 2026

#1 in Patient Communications 2026

65% AI Agent Task Completion

SOURCES:

[1] MedCity News, *Harnessing the Power of Phone Conversations in Healthcare*
[2] Artera, *First Call AI Resolution in Healthcare*
[3] Healthcare Innovation Group, *Missed appointments cost the U.S. healthcare system $150B each year*

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