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Transform the Patient Experience with AI Co-Pilots

For organizations embarking on their AI journey, our Co-Pilots offer an ideal starting point. Over 100 healthcare providers already leverage these features to elevate both patient and staff experiences.

Artera's AI-Powered Staff Console, featuring the Staff Co-Pilot and Insights Co-Pilot, equips healthcare staff with tools to build multi-step communication workflows, respond to patient inquiries faster and harness actionable insights from engagement data.

Support Your Staff with the Staff AI Agent Co-Pilot

The Staff AI Agent Co-Pilot includes a range of skills* to help improve patient communications, increase response time and reduce administrative staff burden:

Real-Time Translation
Provides culturally relevant, real-time translations using the patient's preferred language.

Top languages translated include Spanish, Chinese (Cantonese & Mandarin), Vietnamese, Arabic, Russian, Portuguese, Haitian Creole and Pashtun.

Message Shortening
Helps rewrite longer messages, optimizing for brevity and clarity, while also reducing the number of messages sent

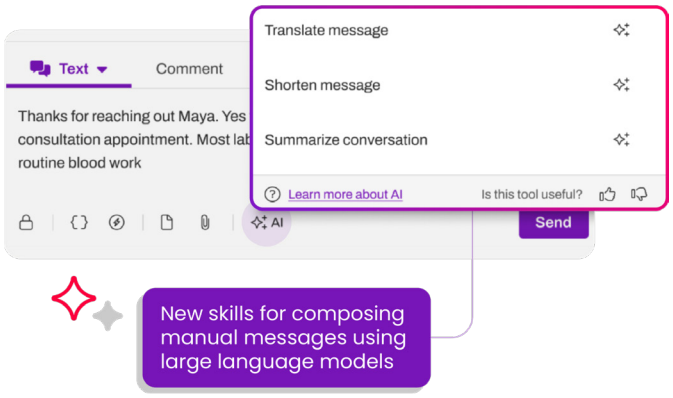
Conversation Summaries
Summarizes patient conversations, making it easier for staff to summarize and document conversation history, including saving into the EHR and human escalations to support audit requirements and standards

*Text suggestions from AI should be reviewed by a human prior to communicating messages to patients.

harmony Co-Pilots

Insights AI Co-Pilot

Staff AI Co-Pilot



Customer Insights

"The Staff Co-Pilot has been an invaluable tool in strengthening our connection with our patients. It allows our staff to seamlessly translate inbound and outbound messages, freeing up more time to focus on meaningful, high-value patient interactions."

Micheal Young
Vice President of Operations at
Yakima Valley Farm Workers Clinic

Yakima Valley Farm Workers Clinic

Improve Patient Engagement with Insights AI Agent Co-Pilot

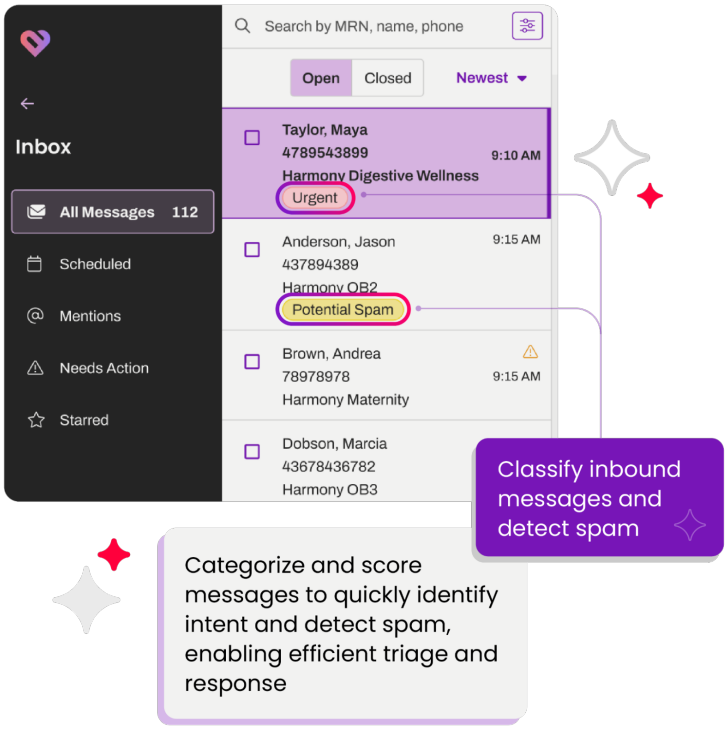
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Insights AI Co-Pilot

Designed to help healthcare organizations make data-driven decisions, the Artera Insights Co-Pilot analyzes patient engagement data to serve up actionable insights and timely recommendations via the Artera Homepage. Looking ahead, the Insights Co-Pilot will continue to advance and surface up new actionable patient communication insights, such as:

Sentiment Analysis
Monitors incoming patient messages for positive or negative sentiment in real time, highlighting those that need immediate attention

Message Classification
Categorizes and scores messages to quickly identify intent, enabling efficient triage and response

Spam Detection & Filtering
Filters out irrelevant messages, ensuring the most important ones are prioritized



Simulated experience. Fictional patient information.

Note: Some features are currently in beta or development.

Harmony Co-Pilots: Trusted by 100+ Healthcare Providers

"Valuable for simplifying workload with actionable insights"

"Makes my job easier"

"Effective at meeting my needs"

"Easy to use"

Security First. Trust Always.

Security isn't an afterthought—it's our foundation. Our best-in-class InfoSec approach keeps AI safe, compliant and built for healthcare. Virtual Agent features meet top industry standards—SOC 2 Type 2, HITRUST Certified and HIPAA compliant. Plus, we do not use PHI/PII in training models. Trust the virtual agent company that has proven for a decade that security comes first.

INDUSTRY-LEADING SECURITY & COMPLIANCE
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harmony Co-Pilots
Flows Agents
AI Agents

Co-Pilot Agents are just one of Artera's Virtual Agent offerings, in addition to Flows Agents and AI Agents. To explore our full suite of Virtual Agents, check out https://artera.io/ai-in-healthcare-communications/.

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