artera

Transform the Patient Experience with AI-Powered Virtual Agents

Artera enhances every stage of the patient journey with AI-powered virtual agents (voice and text) designed for healthcare. Trusted by 900+ provider organizations—including specialty groups, FQHCs, large IDNs, and federal agencies—our Virtual Agents support front desk staff to improve patient access including self-scheduling, intake, forms, billing and more, engaging 100 million patients annually.

900+	2B+	10yrs	100M+	109
Providers & Federal Agency Customers	Communications Facilitated	Patient Engagement Experience	Patients Engaged Annually	Languages

OUR MISSION

MAKE HEALTHCARE #1 IN CUSTOMER SERVICE

Great customer experiences and healthcare are rarely synonymous—but they should be. That's why we focus on strengthening the connection between healthcare providers and their patients through improved communication. Our AI voice and text agents, designed for healthcare's unique needs, enhance communication and connection throughout the entire patient journey.

OUR PLATFORM

All-In-One Patient Communications

artera harmony

Artera Harmony is a comprehensive patient communications platform that powers all of Artera's solutions. Serving as the backbone of Artera, it's designed to boost operational efficiency, increase revenue and enhance the patient experience. With Artera Harmony, healthcare providers can:

- Design and automate multi-day, week and month care journeys that deliver a personalized experience for patients
- Leverage their trusted organization's brand and phone number to achieve 70%+ engagement across 100s of use cases
- Access our vast library of proven workflow templates - validated by health systems like yours
- Connect other vendors so that all patient communications are received through your trusted 10-digit phone number.

USE CASES

Artera Harmony supports a variety of workflows across the entire care journey, such as:

- **Pre / Post-Procedure communications**
- **Prep instructions for a visit / consult**
- **Chronic condition management**
- **No-show follow up**
- **Closing gaps in care (wellness visits, mammograms, etc.)**
- **Billing notifications & online payments**
- **Referrals scheduling**

REAL-TIME EHR INTEGRATION & WRITEBACKS

Greenway Health · veradigm · ORACLE Health · athenahealth · ModMed · cpsi · AdvancedMD · MEDITECH · eClinicalWorks · Epic · nextgen

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OUR SOLUTIONS

All-In-One Patient Access

POWERED BY artera harmony

artera ScheduleCare

Improve access to care with patient self-scheduling (web, phone & mobile)

artera Intake

Automatically capture patient information, medical history and demographics

artera Payments

Capture revenue faster by enabling pre-visit and in-clinic payment options

Artera's integrated suite of solutions - powered by Artera Harmony - works together to unify self-scheduling, digital intake, billing and patient communications. From pre- to post-visit, our solutions equip you with the tools to create an exceptional and integrated patient experience.

THE ARTERA IMPACT

More Efficient Staff, More Profitable Organizations and Better Patient Experiences

72%
Reduction in Staff Time

$1.6M
Recouped Per Use Case

70.3 %
Engagement Rate

OUR VIRTUAL AGENTS

Scale AI at Your Pace

harmony Co-Pilots

Flows Agents

AI Agents

Artera Harmony drives all patient communications—phone, text, and web—under your brand, acting as your core communication layer.

With Artera Harmony, you also have the flexibility to integrate AI-powered Virtual Agents at the level that suits your needs. Choose to deploy fully autonomous AI agents, leverage intelligent, rules-based AI assistants, or empower your team with AI-powered Co-pilots for faster, more accurate responses. You control how AI enhances your operations.

Our Virtual Agents connect with Artera's suite of patient access solutions—like scheduling, intake, and payments—ensuring a cohesive experience for your patients.

PROUDLY SUPPORTING FEDERAL AGENCIES

artera | Government Solutions

Artera Government Solutions, an Artera business unit, is the leading provider of patient communication technology to federal agencies, including the Department of Veterans Affairs, the Department of Defense, as well as nearly half of all Indian Health Service sites.



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 is 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.

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