artera

Supercharge Your Staff with AI-Powered Flows Agents

Smarter Workflows, Better Patient Experiences

Artera's Flows Agents are intelligent, rules-based virtual agents that streamline workflows, enhance efficiency and improve patient interactions, powered by Natural Language Processing. Your staff remains in control, making the final decisions, while Flows Agents handle execution — automating routine tasks or complex multi-day workflows.

TRUSTED PERFORMANCE

135+ Healthcare Providers Choose Artera's Flows Agents[1]

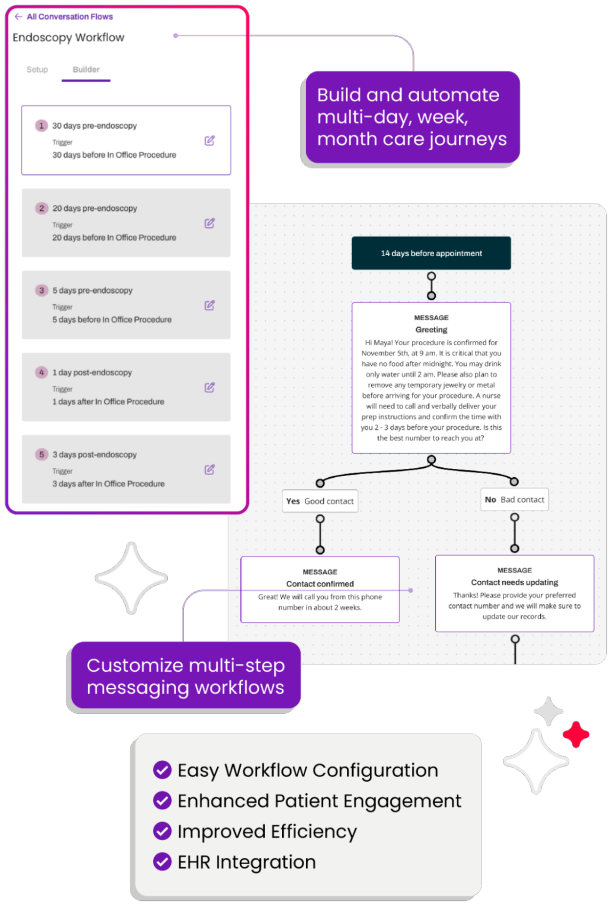
94%
of conversations successfully completed without staff intervention

42M+
unique sessions with Flows Agents[2] (per year)

250K+
hours of staff time saved[3] (per year)

1,000+
distinct, AI-powered Flows created

Flows Agents



How It Works

Artera Flows Agents are designed to streamline workflows without requiring programming or IT skills, allowing your team to quickly execute AI-powered conversations.

- **Automate Routine Communications:** Save time and boost staff efficiency by automating time-consuming tasks
- **Create Custom Engagements:** Build single- or multi-step, multi-day conversations to ensure the right actions are taken
- **Bring Humans in When Needed:** Use "@ mentions" to easily involve a team member when necessary
- **Personalize at Scale:** Make it easy to personalize message content based on patient demographics, appointment types and other department-specific needs
- **Manage Responses with AI:** Define responses you want patients to take and know AI will handle "imperfect" patient responses and route them appropriately
- **Trigger Conversations Automatically:** Set conversations to trigger based on keywords, EMR status changes and more, allowing staff to focus on care delivery
- **View Audit-Ready Communication Records:** Maintain clear records of patient communications, patient engagement, and human escalations to support audit requirements and standards

1. Analysis of Artera customer usage, March 2024 – July 2025.
2. Flows Agent "session" defined as each time a Flows Agent is triggered.
3. Calculation based on estimated time saved per task, multiplied by task volume. Full methodology available upon request.

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Artera Flows Agents: Trusted to Automate Millions of Patient Communications

Artera Flows Agents are already trusted to automate millions of patient communications across a range of use cases including billing, test results, care gap closure and many more...



Engagement Data



Care Delivery



Financial Experience



Post-Visit



Pre-Visit



Ongoing Care



Value-Based Care



Loyalty

Customer Spotlight

BEAUREGARD HEALTH SYSTEM

In just two months, Beauregard Health System deployed full mammography and colorectal patient communication campaigns via Flows Agents:

18% gap closure in mammogram screenings

13% gap closure in colorectal screenings (both Cologuard and colonoscopy)

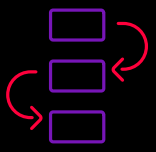
2 weeks of staff time saved

"From conception to deployment, these campaigns came together so quickly – it really is so easy to learn Conversation Flows!"

Nicole Clanton
Pop Health Coordinator,
Beauregard Health

Build Your Own or Leverage Pre-Built Templates

Create custom Flows from the ground up or explore a vast library of pre-built templates, carefully crafted to address common use cases and streamline routine conversations.



Flows Agents Enhance Efficiency

sansum CLINIC

40% of total outstanding balances collected

Newton Clinic PC Be treated... like family

52% Google rating improvement

UNITED HEALTH CENTERS

111% increase in appointments scheduled by text

Flows Agents are just one of Artera's Virtual Agent offerings, in addition to Co-Pilot 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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