# It's A-Bot Time!

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overview

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**AI supports Metro Community Health Care's Care's patient-facing teams, reducing costs and and improving patient satisfaction**
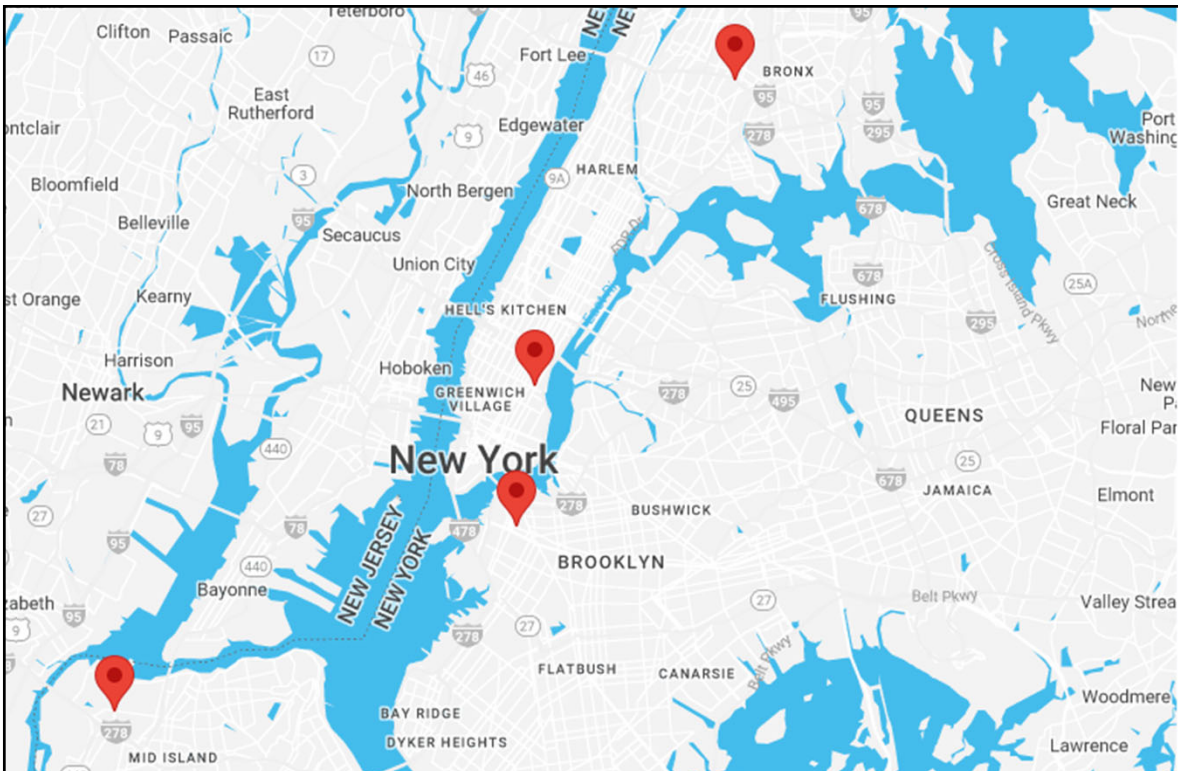
overview

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# Background

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Metro Community Healthcare

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- Medicaid
- Medicare
- Commercial
- Self-pay
- No pay

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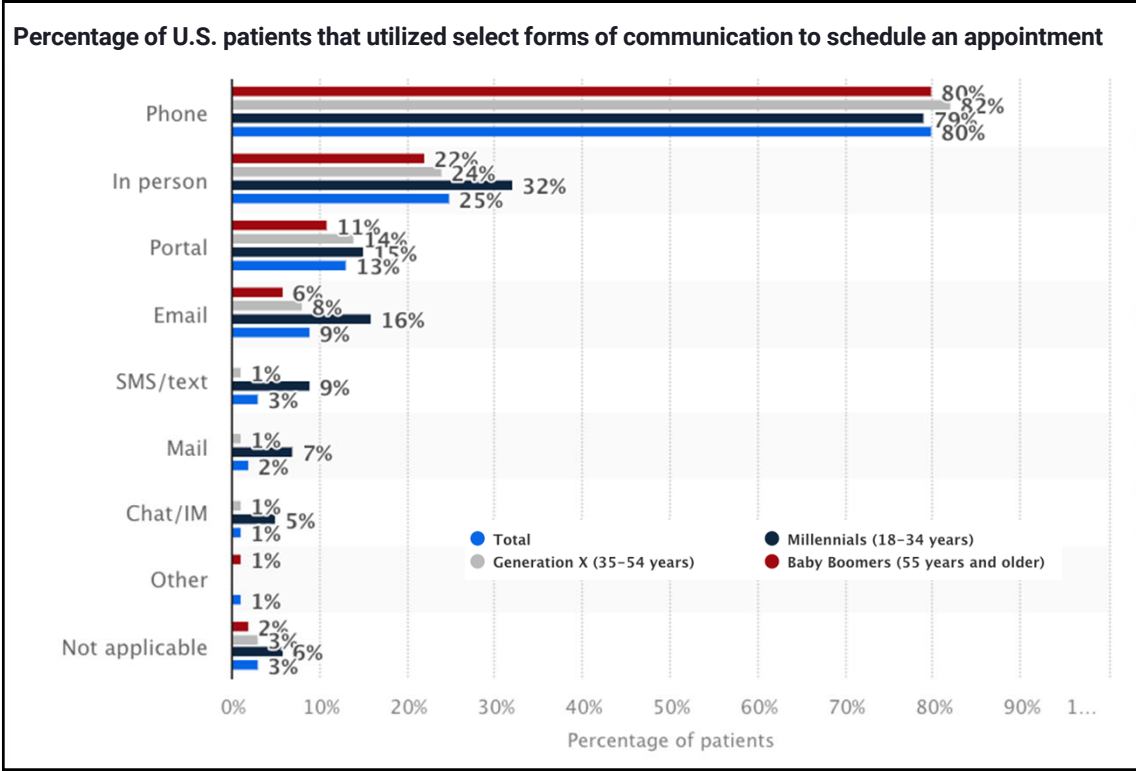
- IDD
- Immigrants
- Refugees
- No status



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# The challenge

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**Percentage of U.S. patients that utilized select forms of communication to schedule an appointment**



core challenge

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- Young staff
- $21/hour
- 1-month training
- Attrition  67%

- Ghosting
- Hiring cost
- Training costs

core challenge

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core challenge

Philippines: agents often tired, accents and unable to pronounce drug, provider names, delay in answering calls, only able to address simplest questions w/o extensive training
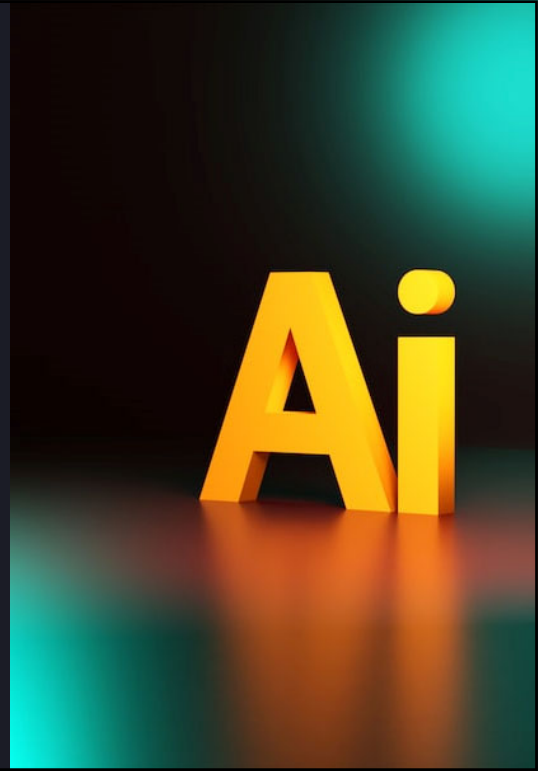
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# What we've done

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# Bots

- Talk with Patient
- <u>Perform the task</u>

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**Phase 1**
Telecom + IT

**Phase 4**
Payments

**Phase 2**
Appointments

**Phase 5**
Recall

**Phase 3**
Prescriptions

**Phase 6**
Well check

Implementation

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✓ **Phase 1**
Telecom + IT

**Phase 4**
Payments

✓ **Phase 2**
Appointments

**Phase 5**
Recall

✓ **Phase 3**
Prescriptions

**Phase 6**
Well check

Implementation

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**Can't just throw technology in**

Implementation

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1.Design the conversations. Guide the call around your process

2. Training.  Transition from AI to human agent

3. Continuous Improvement.  AI gets better over time

4. Reallocate. No improvement if staff not retrained to required areas

Implementation

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# Results

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Better costs than Philippines

No push back from patients

Month over month increased use

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| Recruitment Costs | Zero |
|---|---|
| Attrition | Zero |
| Average Abandonment Rate | Zero |
| Maximum Occupancy | 100% |
| Adherence to Schedule | 100% |

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# Thank You

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