



Parlance Company Profile

Parlance conversational AI solutions for health systems accelerate patient access to care for more than 1000 hospitals and clinics across the United States, Canada, and the UK. Healthcare consumers easily connect to the people, services, and information they need, no matter the volume of patient demand. This reduces agent burnout, optimizes business operations, improves patient experience, and reduces revenue leakage.

By incorporating conversational AI and intelligent virtual assistants (IVAs), health systems automate routine call navigation, deliver highly personalized service, answer frequently asked questions (FAQs) without stealing bandwidth from overburdened agents, and handle many appointment management tasks. Parlance delivers a fully managed service, providing not only industry-leading technology, but a team of tenured experts who make your system work, take ownership of day-to-day performance, and guarantee ROI.

For more information, visit www.parlancecorp.com

The Parlance team of speakers has deep healthcare expertise

- Parlance has been in business since 1996 – focused on healthcare since 2009
- The Parlance team of speakers has many decades of experience, with relevant examples and stories to share, from over a thousand hospitals and clinics

Speaker topics can include:

- Practical and Low Risk Use of Conversational AI
- Using AI to Increase Throughput in Patient Access
- Using Technology to Meet Patients Where They Are – Diversity, Equity, and Inclusion
- The Surprising Financial Impact of Better Call Navigation
- Reducing Burnout and Supporting Employee Retention with Conversational AI
- Use Cases for AI in the Revenue Cycle – Quick ROI

Contact Us:

Parlance has speakers across the country.



Scott D'Entremont, Chief Revenue Officer – USA, Canada, UK



Sheila Kelly, Regional Account Director (Western Division)



Chris DeRizzo, Regional Account Director (Northeast Division)



Amy Murphy, Regional Account Director (Midwest Division)



Annmarie Block, Regional Account Director (Southern Division)

For more information on the speaker available in your area, contact:

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Please title your email "HFMA Speaker Request."