

Call Center short staffed? Hire Us!

After COVID, staffing has become difficult and costs continue to increase. The Call Center Crisis, where every patient call is an expensive, manual process, is the perfect opportunity for generative AI agents.

After Covid: The Call Center Crisis

Our generative AI scheduling agents answer phone calls for physician groups struggling with long hold times, high turnover, and expensive staffing.

1 COVID causes a chronic staff shortage

36%

post-COVID staff turnover demands constant hiring and training. With 170% more calls on Monday, proper staffing becomes nearly impossible.

2 Overwhelming demand creates burnout

11%

of calls go unanswered due to long-hold times. Operators are short-staffed and overwhelmed, leading to burnout and churn.

3 Poor access leads patients elsewhere

88%

of appointments are scheduled over the phone. When patients can't get through, they turn elsewhere.

David Garelick, MD

Managing Partner,
Illinois Bone and Joint Chicago Division



“Assort Health's voice AI technology has been a game-changer for our clinic. We've experienced a staggering 2.7x decrease in call drop rates and cut our average hold time by 56%. This has significantly enhanced our ability to serve more patients and grow our practice without needing to manage more staff. Truly a remarkable transformation.”

2.7x

decrease in call drop rate
40% → 15%

56%

decrease in average hold time
5m 26s → 2m 23s

Built with
experts from



Industry-leading Generative AI Agents for Healthcare Call Centers

Trained on over 1.5 million turns of patient interaction, our AI agents seamlessly integrate with your EHR to complete tasks autonomously. They onboard in half the time of traditional operators and scale infinitely, 24/7.



Medical Scheduler

Schedule, cancel, confirm, or change appointments 24/7



Switchboard

Find the appropriate call line and answer questions about address, visiting hours, parking, and more



Call Recovery

Convert abandoned calls with SMS forms for scheduling, patient intake and more



After Hours

Patients can schedule 24/7 with our after-hours answering service



Provider Triage

Find the appropriate provider with custom AI-enhanced triage rules



Engage & Remind

Send SMS for reminders, scheduling with a specific provider, or important alerts

84+ EHR Integrations

Assort is easily integrated using open standards, including HL7, FHIR, and more.



Ready to transform your practice with AI?

Book a demo with us at
info@assorthealth.com