

Voiceoc

Voiceoc is an AI-powered receptionist that helps practices and hospitals automate patient interactions—both inbound and outbound—across calls and texts. From inbound appointment scheduling calls and answering queries to sending reminders and confirming appointments via outbound calls, Voiceoc handles it all. Powered by agentic and generative AI, it integrates seamlessly with Veradigm to deliver a real-time, hassle-free experience for patients while reducing staff workload and improving operational efficiency.

More Detailed Information

Voiceoc is an AI-powered virtual receptionist that helps medical practices and hospitals automate patient communication across phone and text. From inbound booking appointment calls and answering support queries to sending outbound reminders and confirming visits, Voiceoc handles it all—24/7. With seamless Veradigm integration, it delivers real-time scheduling, smart triaging, and meaningful patient engagement while reducing staff workload.

Key Benefits:

- **Reduce Call Volume:** Automate up to 80% of incoming appointment and support-related calls using intelligent workflows that adapt to patient needs.
- **Improve Front Desk Efficiency:** Free up staff by offloading repetitive tasks like scheduling, reminders, and FAQs to Voiceoc's AI-powered receptionist.
- **Enhance Patient Experience:** Deliver instant, 24/7 responses via voice and text—powered by conversational AI that understands context and mimics human interactions.
- **Reduce No-Shows & Increase Conversions:** Automatically send appointment reminders, confirm bookings through outbound calls, and recover missed patient calls or voicemails.
- **Seamless Veradigm Integration:** Voiceoc integrates directly with Veradigm for real-time scheduling, patient verification, and two-way data exchange—creating a streamlined, fully automated experience.

Use Cases:

- **Inbound Appointment Scheduling:** Patients can book, cancel, or reschedule appointments anytime via phone or text, without staff involvement.
- **Outbound Reminders & Confirmations:** Proactively reach out to patients through calls or messages to confirm appointments and send timely reminders.
- **Automated Patient Support:** Answer common patient questions—like insurance, lab reports, or office hours—using context-aware, natural conversations.
- **Missed Call Recovery:** Automatically follow up on voicemails and missed calls, ensuring no patient inquiry is left unattended.
- **After-Hours Handling:** Keep communication lines open 24/7, triaging requests and capturing patient intent even outside business hours.

Why Voiceoc + Veradigm:

Voiceoc supercharges Veradigm practices with advanced automation—streamlining operations, reducing staffing costs, and elevating patient satisfaction. With fast onboarding, zero coding, and full adaptability to your workflow, Voiceoc is built to scale across practices or hospital groups.

Voice AI: <https://youtu.be/MgJ3bQ5ySd8>

Web AI: <https://youtu.be/3yGnCKxJMIY>

SMS AI: <https://youtu.be/f9ZO2NsCHNO>