

We pick up every call. *You run the practice.*

Third Way Health pairs AI voice agents with live staff to answer patient calls, book visits, and clear the busywork piling up on your front desk — all under one team.

WHAT WE RUN FOR YOU

PATIENT ACCESS

Every call gets answered

- Dyno Voice AI
- Inbound calls
- Scheduling
- After-hours

AI answers first, a live agent backs it up — nobody waits on hold.

FRONT OFFICE

The busywork disappears

- Patient engagement
- Eligibility verification
- Referral management
- Prior authorization

We absorb the admin load so your staff can focus on patients.

DIGITAL FRONT DOOR

Patients help themselves

- Online self-scheduling
- Intake forms
- Appointment reminders
- Post-visit surveys

A modern path in, powered by our Ascend platform.

RESULTS

The numbers do the talking

40%

Annual savings

4.8/5

Average patient satisfaction

15%

Increase in visits

\$5.7M

Annual revenue per 100 providers

Cut front-office costs 50% (\$3M) — without cutting patient access.

A 100-provider, 9-location group was losing a fifth of its calls to hold music. Here's what changed after Third Way Health took over the front office.



100+
PROVIDERS

9
LOCATIONS

Primary Care

OBGYN

Pediatrics

Sports Medicine

General Surgery

Orthopedics

Cardiology

ENT

Urology

BEFORE & AFTER

What Third Way Health changed

20% BEFORE
of inbound calls went unanswered



< 2% AFTER
call abandonment — with wait times under 20 seconds

0 BEFORE
online scheduling or automated reminders



4.8/5 AFTER
patient satisfaction — with no-shows down 24%

↑ BEFORE
staffing shortages, rising CA min wage costs



\$3M AFTER
saved annually — 50% lower front-office costs

“ We've moved from constant staffing shortages to a more stable, less stressful environment that allows our team to focus on better supporting both our patients and our staff.

COO, GRAYBILL MEDICAL GROUP

Ready to stop losing patients to hold music?

contact@thirdway.health