



SoundHound AI for Healthcare

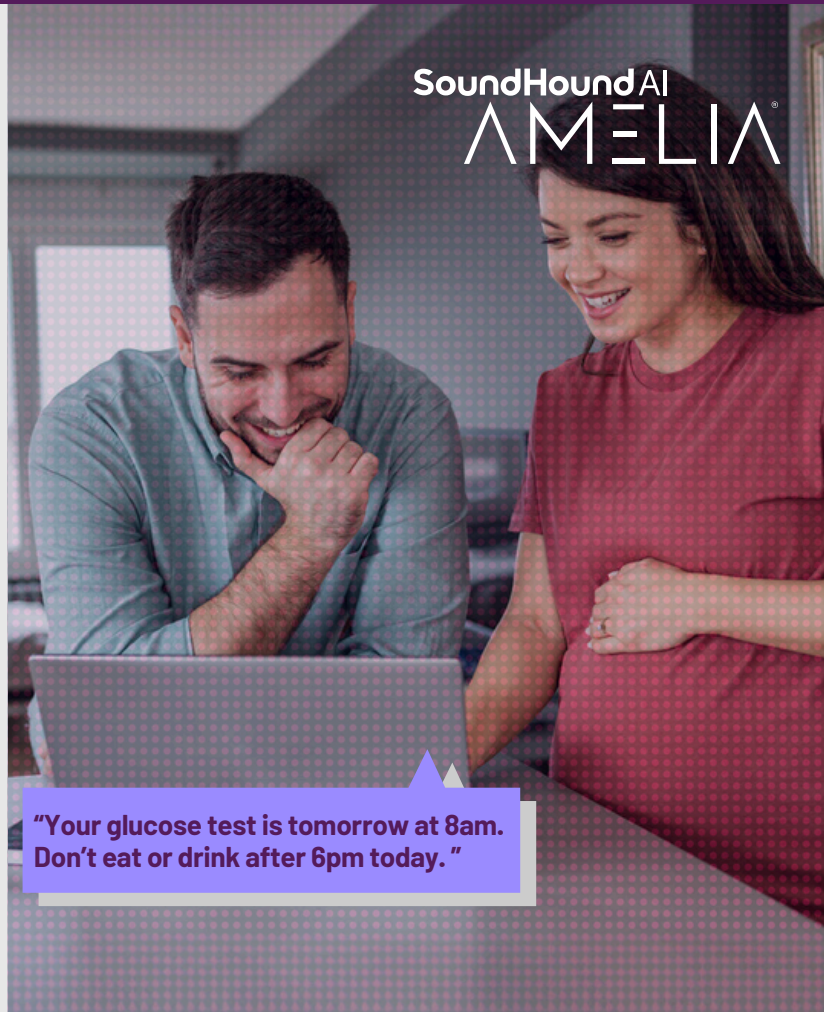
AI Agents That Deliver Exceptional Patient Experiences

Built on Amelia, our market-leading Conversational AI platform, our AI agents leverage cutting-edge agentic AI, voice AI, and generative AI to answer questions, resolve problems, and automate workflows.

In support of whole person care, our AI agents guide patients through their care journey, from initial contact to follow-up and education, helping health systems improve health outcomes.

What Can Our AI Agents Do?

AI agents are available 24/7 over any voice or chat channel to help patients with many use cases.



SoundHound AI
AMELIA

I need to reschedule my appointment.

Appointment Management

Make it easy for patients to schedule, adjust, or cancel appointments at any time.

Begin fasting for 24 hours starting at 1pm today.

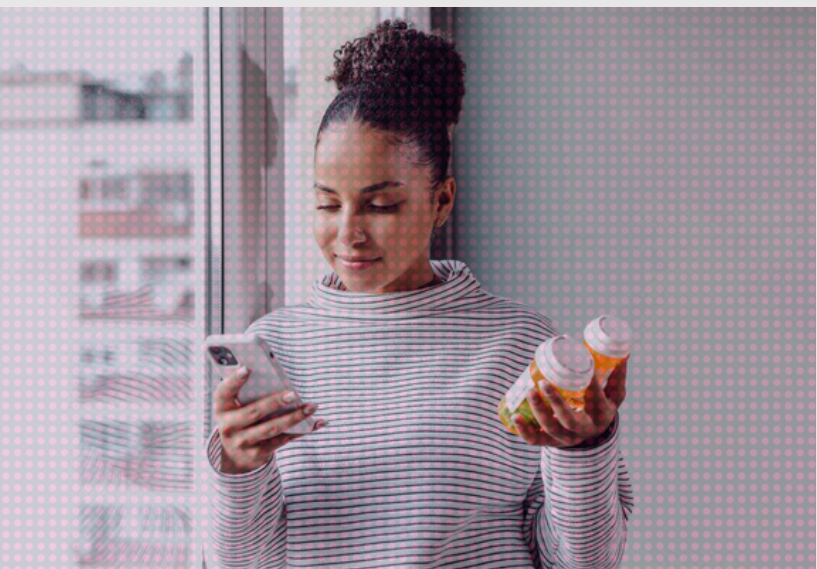
Patient Instructions

Remind patients of pre-appointment tasks and procedures.

Where do I go to check-in for my surgery today?

Navigation and FAQs

Provide accurate, up-to-date answers regarding parking, hospital navigation, etc.



Patient Authentication

Use our secure integrations with EHRs like Epic to authenticate patients.

Automate Pre-Registration

Virtually guide patients through pre-registration procedures.

Rx Refills

Help patients keep track of new prescriptions and refills with proactive reminders.

Account Management

Automate resetting passwords and unlocking accounts for patient portals.

SoundHound AI
AMELIA



100+ Languages

Serve patients in their preferred language.

English	French	Spanish	Korean
Portuguese	German	Swedish	Mandarin
Arabic	Italian	Russian	Hindi
Czech	Norwegian	Hebrew	Tamil
Danish	Polish	Japanese	and more

Available Through Any Voice or Chat Channel



"Your prescription with Rx code ending in 848 is ready for pickup. We are open until 10pm."

Integrated with Healthcare Tools and Systems

Leverage our pre-built integrations for personalization and end-to-end automation.

Epic

ORACLE
Cerner

MEDITECH

Case Study: MUSC Health

Reimagining Patient Engagement with AI Agents

MUSC Health deployed SoundHound's Amelia Patient Engagement Solution to enhance patient access across the revenue cycle. Leveraging the platform's integration with Epic, MUSC Health's AI agent provides 24/7, personalized support to patients.

332k+

Calls Handled in 3 Months

4.4/5

Patient Satisfaction Score

37+

Phone Lines Covered

"Thanks to [the company's] integration with Epic, we are able to build and deploy a robust digital assistant that is already having a positive impact on patient access. Powered by the Amelia Patient Engagement solution, our digital assistant enables direct patient self-service, helping to reduce call volumes and wait times."

Crystal Broj, Enterprise Chief Digital Transformation Officer, MUSC Health

Learn more about our solution.

Visit SoundHound's [Amelia.ai](https://www.soundhound.ai) website for more information.

Talk to one of our experts.

Fill out our [contact form](#) today to get in touch.