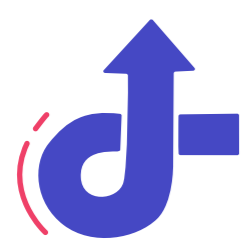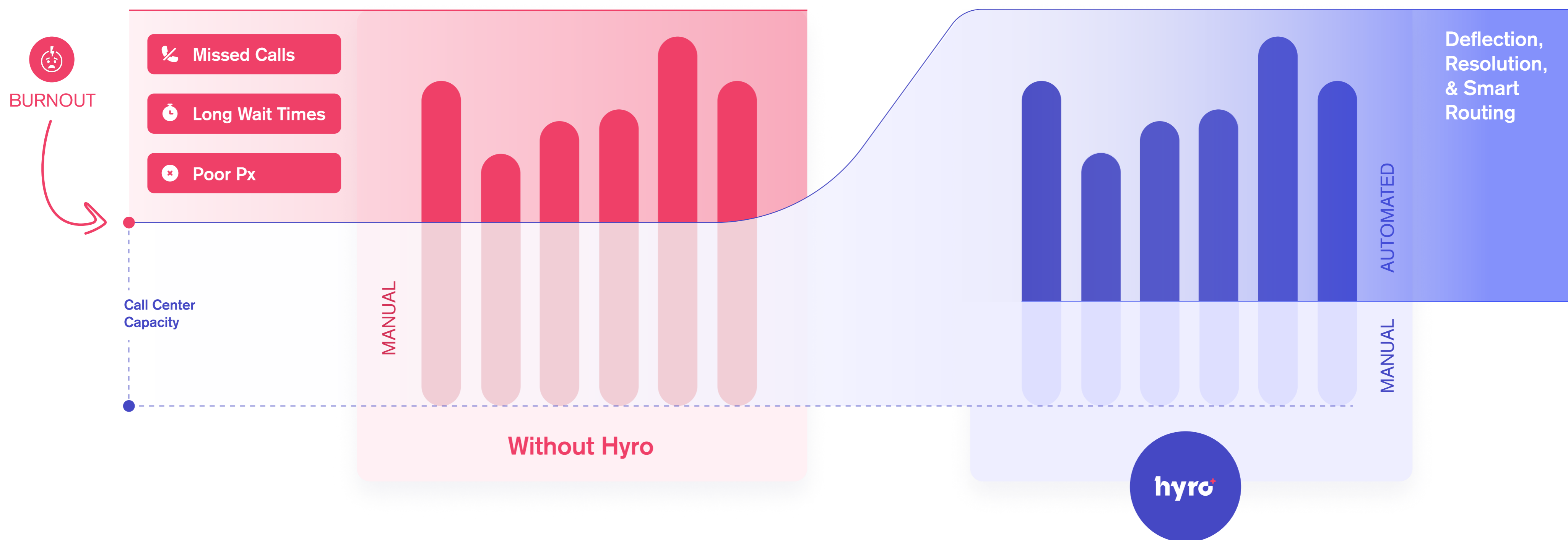# hyro

Route smarter, resolve faster and relieve burden on support teams

Patients digital expectations and staffing shortages have accelerated the demand for automation, especially within the call center. Patients are frustrated with long wait times and inefficient call center operations. Staff are burnt out and can't keep up with repetitive tasks. Combine that with an expected 47% of healthcare workers leaving the industry by 2025 (source: Forbes) and it's imperitive that health systems upgrade their call centers with impactful technology. Enter: call center automation from Hyro.

Gartner
Gartner Cool Vendor 2022
in NL and Conversational Technology

Microsoft
2021 Partner of the Year Award

JUNIPER RESEARCH
Platinum Winner
Best Conversational AI Solution

Call Center Automation Overview

Without Hyro, call centers are hitting the burnout threshold quickly. That's when the perfect storm of missed calls, long wait times and poor patient experience hits hard, ultimately causing patient churn and lost revenues. With Hyro, call center capacity is a non-issue, with 65-85% of calls being automatically deflected or resolved end-to-end, and the remainder of calls being quickly and accurately routed to the right departments:

BURNOUT

- Missed Calls
- Long Wait Times
- Poor Px

Call Center Capacity

MANUAL

Without Hyro

Deflection, Resolution, & Smart Routing

AUTOMATED

MANUAL

hyro

65-85%
Routine calls deflected or resolved end-to-end

+95%
Average success rate when calls are deflected to SMS

-98%
Average reduction in wait time versus IVR systems

25x
Average amount of queries handled versus IVR systems

Get Smart — with Better Routing:

+ Improve patient experience and access to services

+ Optimize caller navigation to the relevant agent

+ Shorten hold times for lower patient churn

+ Maximize health system productivity

+ Prevent agent burnout and turnover

+ Alleviate challenges caused by labor shortages

+ Reduce lost revenue from abandoned calls

"

NOVANT HEALTH

We've been able to automate 85% of our incoming calls with Hyro, either resolving them completely or routing the calls to the right point of care or support.

Amber Fencl
VP Digital Health & Engagement

"

Comparing Smart Routing to Traditional IVR Systems

Traditional IVR systems rely on rigid, pre-defined menus that are hard to maintain. Smart Routing encourages callers to simply say what they are looking for in real time, using their own phrasing. This allows for adaptive, direct routing that skips the multi-level menus that cause frustration and patient churn. Opting for natural and intuitive experiences based on speech instead of cumbersome keypad presses makes for a less restricted and more interactive user experience. And it's not just simple and efficient for callers—Hyro removes the headache of building and maintaining the routing process, enabling health systems to dedicate resources elsewhere.

	Smart Routing Open Intent-Less Flows	IVR Systems Limited Intent-Based Flows
Open Dialogue (NLU)	🟢	-
Multiple Attribute Understanding	🟢	-
Context Retention	🟢	-
Speed of Deployment	🟢	🔵
Routing Accuracy	🟢	🔴
Average Handle Time	🟢	🔴
Average Wait Time	🟢	🔴
Average Resolution Rate	🟢	🔴

🟢 High Quality   🔵 Medium Quality   🔴 Low Quality   - Not Supported

Health Systems are Losing $450K from Misrouted Calls by IVRs

IVR systems are misdirecting 15% of calls — frustrating patients, and costing health systems plenty. When a caller needs to be rerouted during a conversation, agents lose valuable time, and this disruption in workflow derails productivity. Transfers themselves can take approximately 100 seconds if a consult is needed beforehand, or around 65 seconds if the transfer happens blindly.

For a health system that receives upwards of 1 million calls per year, at a cost of $1 per minute, when 15% of calls are misrouted due to poorly functioning IVRs, the cost is significant.

How Smart Routing Works

Smart Routing enables call centers to easily identify, understand, and navigate callers, reducing average handling time (AHT) and the burden on staff.

1 An AI Assistant is ready on the front lines to process an unlimited amount of call volume using open dialogue via natural language understanding (NLU). The caller details are logged, and ready to be transferred if needed.

2 Based on the type of inquiry, the AI Assistant will either handle the task end-to-end, deflect that task to self-service channels like SMS, or route the caller to the relevant department or agent. A repertoire of keywords and phrases, relating to specific tasks or departments, combined with NLU, ensures the patient's request is handled correctly.

3 When complex callers are identified, the AI Assistant will trigger additional guiding questions to the narrow the search, and eventually navigate the caller to the right point of support via live agents. Emergency triggers are also in place to automatically send callers to urgent care centers.
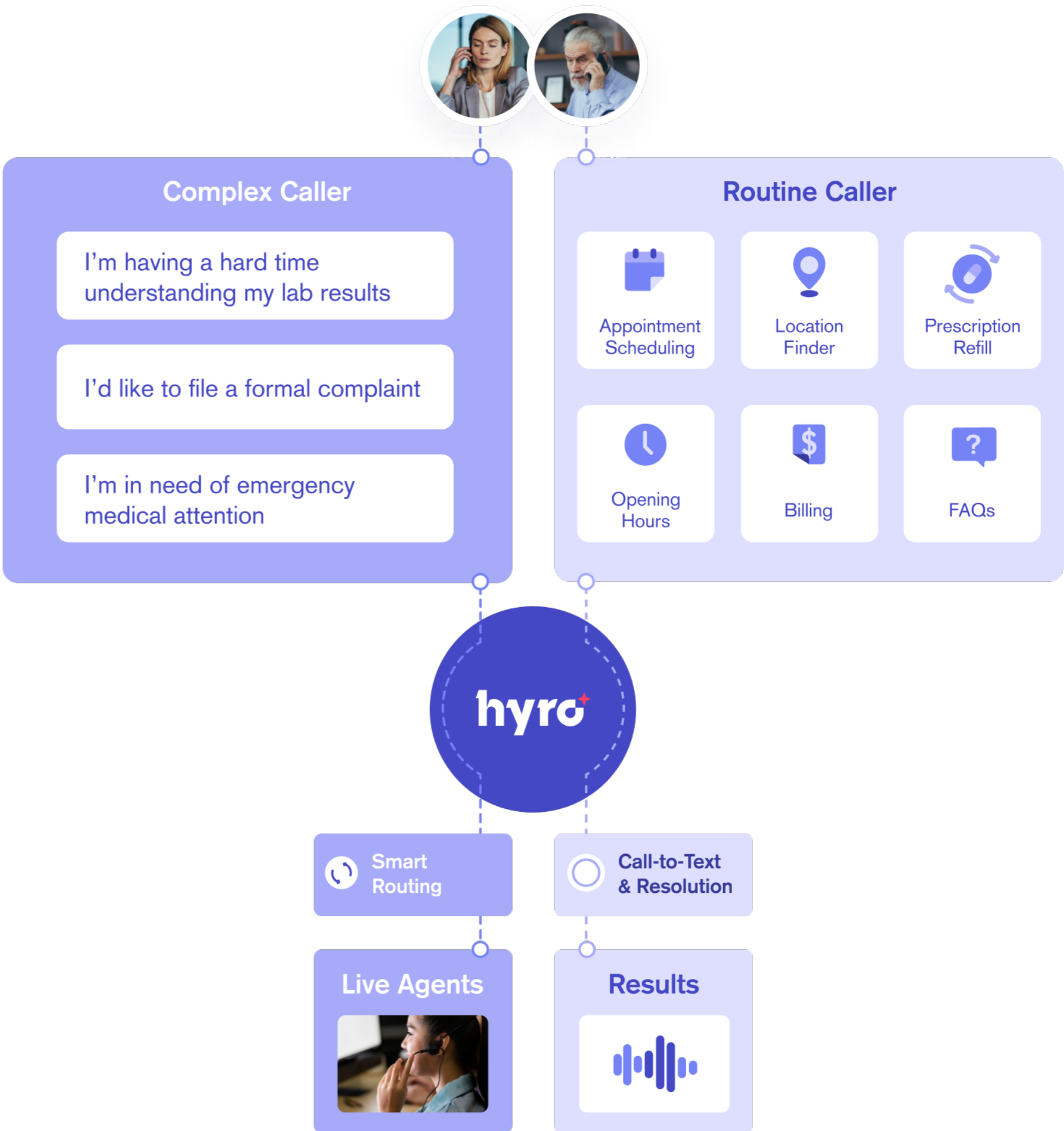
Smart Routing, Intelligent Reporting

A typical call center, powered by Hyro's AI Assistant, handles hundreds of thousands of patient interactions per day. Each of these exchanges contains valuable conversational insights that provide health systems with a holistic and objective 360-degree view of key trends, knowledge gaps, patient attributes, questions asked, and most frequently called departments.

With Conversational Intelligence, health systems can now unlock rich, raw data 24/7 to empower digital optimization. The platform provides conversation logs in real time, and can aggregate cross departmental insights with customized reports and analytics. Data is automatically relayed and presented to decision-makers in a comprehensive dashboard that they can then use to treat pain points and blind spots in their patients' digital journey.

Capture a wealth of information from your patient interactions, automatically

- ✓ Top Keywords
- ✓ Engagement Metrics
- ✓ Conversion Rates
- ✓ Trends and Escalations
- ✓ Geographic Data
- ✓ Drop-Off Points
- ✓ Knowledge Gaps

Conversational Intelligence

Incoming calls resolved	**84.6%**
Total conversations	**5,113**
Appointments successfully booked	**2,782**

July 2022

73% of users are trying to schedule **between 2PM-4PM**

8AM-10AM | 10AM-12AM | 12AM-2PM | 2PM-4PM | 4PM-6PM | 6PM-8PM | 8PM-10PM

46% of users are asking about **clinics in New York**

- Radiology clinics
- Cardiology clinics
- Psychiatry clinics

Cardiology clinics

Recap: what this means for you

Extreme call deflection and resolution—
Provide a 60-85% lift for your call center staff by automating FAQs and repetitive tasks

Unlimited access to certified information—
Provide patients with access to reliable data via scraping of key webpages and certified sources such as the CDC and WHO

Boost patient acquisition rates—
Convert callers into loyal patients with fast omnichannel experiences that reduce wait times

End-to-end AI-powered scheduling—
Effortlessly sync with APIs, EMRs (Epic) and databases to schedule appointments

Industry-leading natural language capabilities—
Increase your scope of engagement by understanding a wide range of patient phrasings, synonyms, slang and dialects

24/7 coverage of patient inquiries—
Connect to patients without pause and increase PSAT scores, including during off hours or while out of office

Automatic scraping and restructuring of service catalog—
Effortlessly pull from key directories and databases to keep your conversations fully updated and accurate

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Add another success story to your patients' digital journey.

Hyro specializes in NLU-powered plug & play conversational AI featuring voice, text, and touch capabilities. With an omnichannel approach, including websites, call centers and SMS, Hyro ensures easy bi-directional communication between patients and providers across the entire healthcare ecosystem.

HIPAA COMPLIANT

CDC CENTERS FOR DISEASE CONTROL AND PREVENTION

SOC 2 TYPE 2

Contact us:
contact@hyro.ai

Learn more:
www.hyro.ai/healthcare

Get a Demo