



# **POWERING SMART CARE**

**Implementing Agentic  
Conversational VoiceAI in Healthcare**



# How Agentic VoiceAI Helps Transform Call Center Efficiency

## Agentic Conversational VoiceAI Solution

LunaAI is Steer Health's fully integrated VoiceAI solution designed to serve as a patient interaction agent across multiple communication channels, including **voice, SMS, and web forms**.

LunaAI combines **Voice-to-Text (VTT)** and **Text-to-Voice (TTV)** capabilities with advanced AI-driven understanding to respond intelligently and fulfill patient requests in real-time. Luna's integration with healthcare facilities' EMR systems allows it to deliver a seamless, responsive, and dynamic patient experience.

### 60%+

Reduction in call handling costs, with VoiceAI managing basic inbound requests

### 70%+

First call resolution without human intervention

### 75%-

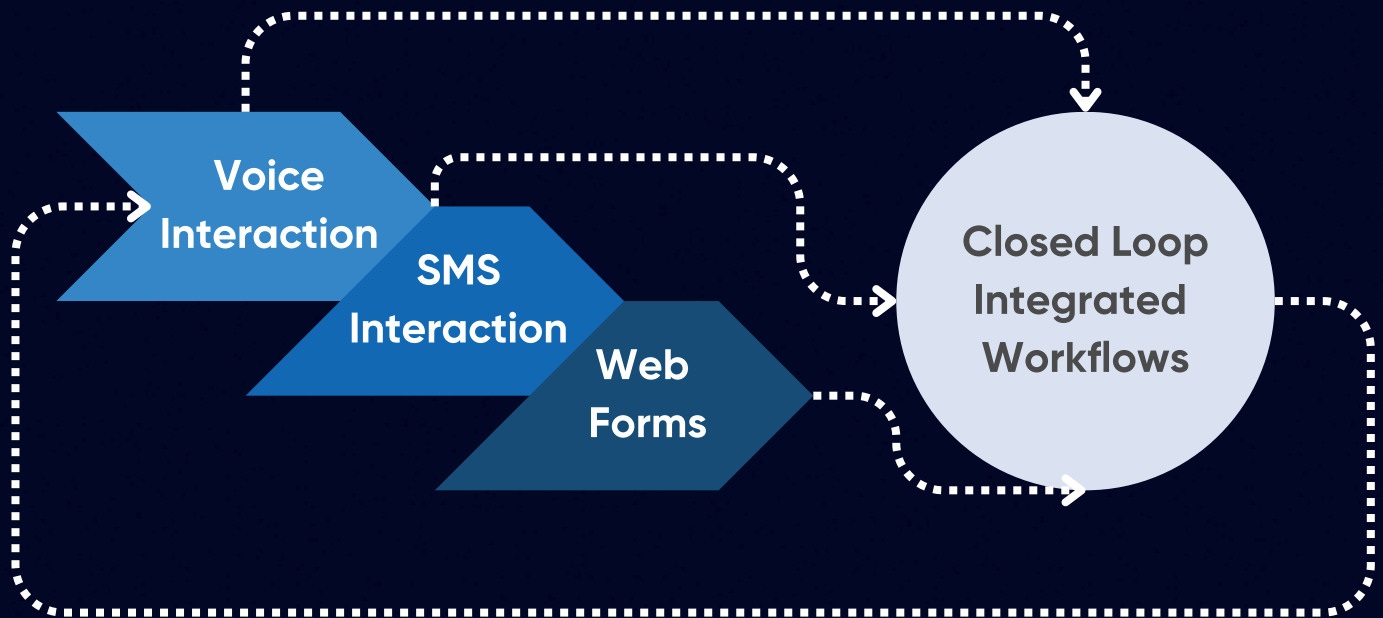
Abandonment rate reduction by minimizing wait times and efficiently routing calls, ensuring patients receive timely assistance





# How Agentic VoiceAI Works

## Real-Time AI-Driven Patient Support



### Multi-Channel Patient Engagement

- **Voice Interaction** – VoiceAI listens, transcribes (using VTT), and interprets patient requests during phone calls, dynamically responding in natural language.
- **SMS Interaction** – Patients can text their requests to Luna, which parses and fulfills them via Steer Health’s backend, creating an omni-channel experience.
- **Web Forms** – VoiceAI NLU engine processes patient inputs from web forms, ensuring consistent engagement regardless of the channel.



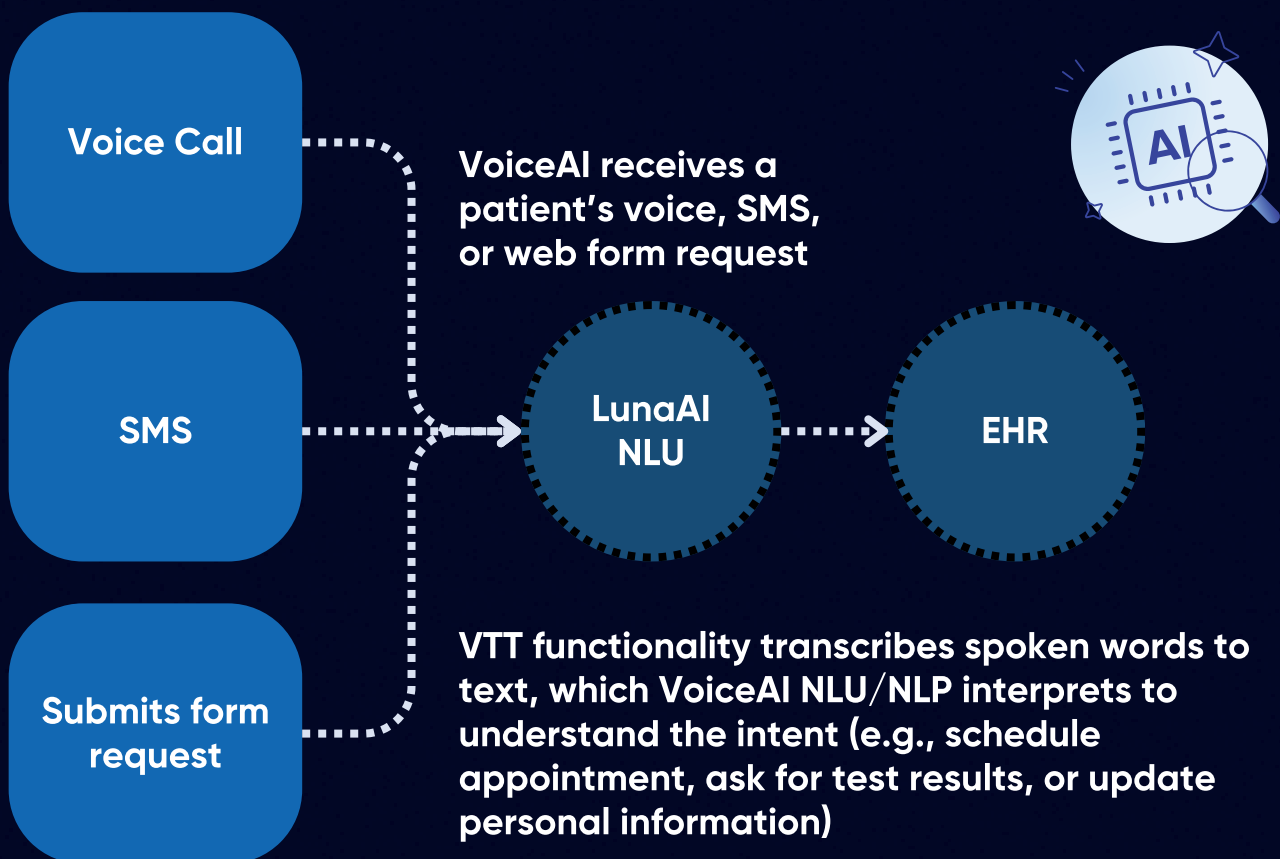
If a patient calls to reschedule an appointment, Luna can confirm the details, interact with the scheduling system, and update the EMR—eliminating the need for manual intervention.



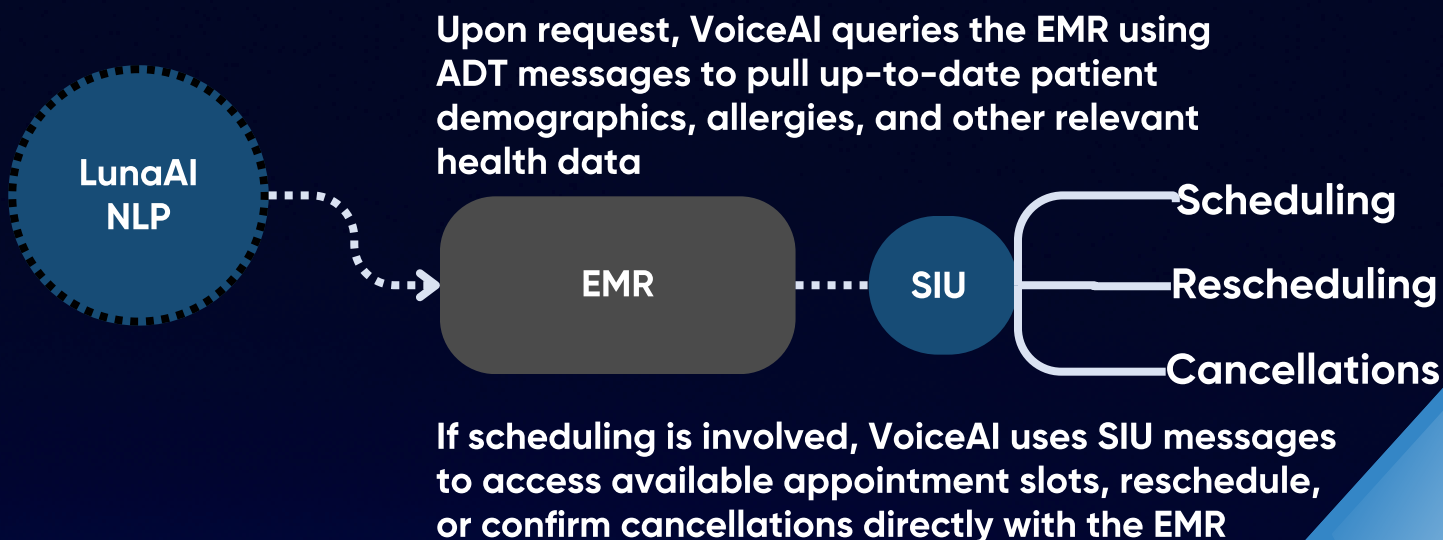
# How Agentic VoiceAI Works

## Data Flow Steps with Luna's Integration

### Patient Interaction Initiation



### Real-Time Patient Data Retrieval

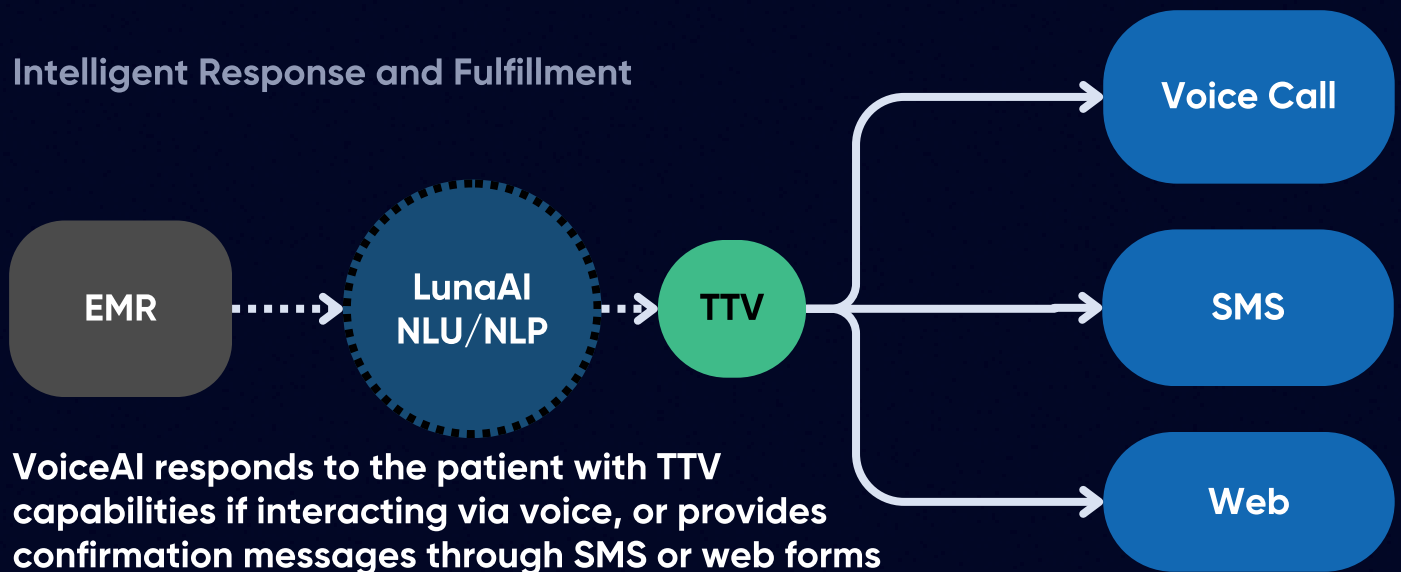




# How Agentic VoiceAI Works

## Data Flow Steps with Luna's Integration

### Intelligent Response and Fulfillment

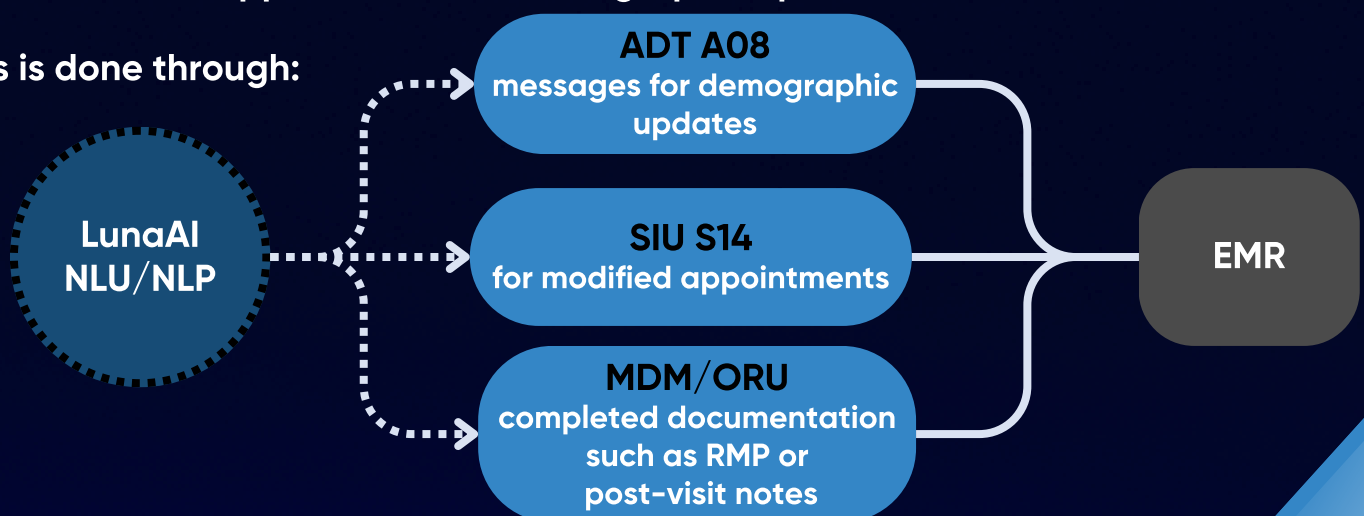


A patient asking about their upcoming appointment details can receive the information in real-time, with Luna's AI-driven response sounding natural and conversational over the phone.

### Documentation and Data Sync

VoiceAI sends updates to the EMR to record any changes made, such as rescheduled appointments or demographic updates

This is done through:



These updates ensure that the facility's EMR reflects real-time patient interactions, enabling efficient, accurate records management



# Agentic VoiceAI Automation Opportunities

## Specific Patient Contact Center Workflows

### Contact Center In-Bound Call Request

#### Appointment Scheduling and Reminders

#### CAPABILITIES

Book Appointments



Reschedule  
Appointments



Cancel Appointments



Automated Reminders



#### Patient Data Update

#### CAPABILITIES

Update Demographics



Update Insurance



Other Personal  
Information





# Agentic VoiceAI Automation Opportunities Specific Patient Contact Center Workflows

## Contact Center In-Bound Call Request

### Clinical Support and Documentation

#### CAPABILITIES

Lab Results



Medication Refills



Provider Referrals



Triaging Symptoms



## Two-Way Omnichannel Communication

### Multi-Channel Consistency

#### Channels

Voice



SMS



Web



Chat







# Adaptive, Intelligent & Smart **LunaAI** is Fully Human Capable Agentic VoiceAI Call Center Agent

## Key Benefits of VoiceAI

- 1 Patient Record Identification**  
Securely authenticate patients via voice or chat, granting them immediate access to records and appointments.
- 2 24/7 Self-Scheduling**  
Allow patients to schedule and manage appointments easily, reducing the workload on your staff and enhancing patient satisfaction.
- 3 Unified Communication Hub**  
Centralize all patient interactions into one streamlined platform, eliminating scattered systems and ensuring a smooth communication process.



**80%**

Reduced Inbound  
Call Volume

**42%**

Time Saved in  
Call Centers

**70%**

Reduced Workload  
for Front Office

**96%**

Patient  
Satisfaction

## Benefits of VoiceAI In Healthcare



### Reduce Staff Burnout

Conversational VoiceAI autonomously manages common patient requests, reducing manual load on administrative and clinical staff

### Increased Patient Satisfaction

With 24/7 availability, Luna enhances patient experience by providing immediate, accurate responses.

### Improved Data Accuracy

VoiceAI integrates with your EMR/EHR, and provides real-time messaging, keeping patient records up-to-date, minimizing errors and ensuring all interactions are documented

### Enhanced Appointment Utilization

Automated reminders and real-time scheduling reduce no-shows, improving facility capacity and maximizing revenue





ROI

# Contact Center Analysis Example

A call center with a monthly inbound call volume of 21,000+ calls per month, and an average of 65 calls abandoned per day has a **current staffing cost of \$62,400 per employee per year** and **12 full-time employees** handling call center duties, Contact Center is currently spending approximately **\$748,800 annually on call management**

## Without Conversational VoiceAI



### Traditional Call Center Agent Operations

Current Annual Cost: \$748,800

## With Conversational VoiceAI



Estimated Annual

Savings Potential \$374,400

### Cost Efficiency

By implementing a Conversational VoiceAI solution within a contact center, you could potentially reduce staffing needs from **12 to 6 full-time employees**, leading to an **estimated annual savings of \$374,400**

### Maximized Productivity

**Conversational VoiceAI automates routine tasks and routes high-priority calls** effectively, allowing the remaining team members to **focus on complex cases and enhancing patient satisfaction**

### Increased Patient Engagement

24/7 self service options aim to increase repeat visits, potentially **boosting patient retention by up to 10%**, which directly contributes to revenue growth

## Conclusion

Implementing conversational VoiceAI solutions can help alleviate staff burn out, combat shortages, and improve patient interactions. This will increase operational efficiency and drive cost savings...

- **Substantial Savings** in call center operations costs
- **Enhanced Efficiency** with automated workflows and intelligent call handling
- **Improved Patient Experience** with 24/7 access, streamlined scheduling and proactive engagement strategies