



AVIA | Marketplace Top Conversational AI Companies 2024 Update

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Find a digital health partner that fits you.

AVIA Marketplace simplifies the vendor selection process with unbiased information and expert insights for thousands of digital health companies and solutions across dozens of product categories. Leverage our precision search tools, third-party ratings and reviews, and organizational Match Score to identify which vendors and solutions are right for you—and spend less time sifting through the ones that aren't.

What does conversational AI look like in healthcare?

Conversational AI is an advanced technology that allows machines to understand, process, and respond to human language in a way that is both contextually relevant and interactive.

Within the healthcare sector, this technology is increasingly deployed to automate routine tasks and deliver a more robust and personalized patient experience. Conversational AI leverages a combination of machine learning, natural language processing, and occasionally deep learning to interpret and respond to user inputs, with a conversational user interface that mimics human interaction. Digital health companies deploy conversational AI through chatbots, voice assistants, messaging apps, or any other type of platform where natural language interactions occur.

Conversational AI solution types	
Pre-care interaction	Solves for important pre-care interactions including symptom search, appointment scheduling, and health information.
Care process	Supports symptom checking, patient education, and communication between patients and care providers.
Post-care management	Promotes effective post-care management with follow-up appointment scheduling, reminders, and care plan adherence support.
Enduring relationship	Provides ongoing care plan education, monitors symptoms, manages care gaps, and delivers patient surveys.

The case for conversational AI

Demand frequently outstrips available resources within the healthcare sector. A 2022 Beryl Institute poll found that 76 percent of Americans had not had a positive healthcare experience during the previous three months, and 60 percent of Americans had negative experiences. And according to a report from digital health company Cedar, 28 percent of patients had changed providers during the previous year due to poor digital health experiences.

Conversational AI offers opportunities to dramatically improve low satisfaction rates and reduce negative experiences through timely and personalized patient interactions. These real-time tailored conversations can assist patients throughout their care journeys, from pre-care to follow-ups and ongoing engagement, significantly improving the patient experience. In addition, automated tasks reduce workload on care teams and help health systems scale their services more effectively.

How conversational AI can drive value	
Improved patient acquisition	<ul style="list-style-type: none">• Helps patients access information on demand• Provides personalized recommendations and content to meet their needs• Rapidly scales to accommodate new patients in a cost-effective manner
Reduced cost to serve	<ul style="list-style-type: none">• Automated interactions can decrease labor costs related to patient questions and messages• Algorithms provide cost-effective continuous improvement
Reduced churn	<ul style="list-style-type: none">• Supports patients with personalized interactions on demand
Improved employee satisfaction	<ul style="list-style-type: none">• Automates routine tasks and relieves care team burdens• Delivers intelligent support for clinical interactions
Increased per-patient revenue	<ul style="list-style-type: none">• Continuously gathers information and analyzes patient preferences to refine interactions and recommendations



“Conversational AI is a relatively recent innovation, which means that this is new territory for most health systems. It’s important for health systems to keep pace as the technology continues to evolve and choose solutions that can act as trusted partners over time.”

— Leslie Lennergard, MHS, FHFMA, CPH, Vice President,
Center for Consumerism

Key attributes of conversational AI solutions

Health systems should prioritize these capabilities when they invest in conversational AI solutions:

Contextual understanding: The solution should understand and respond to patient inputs in a manner that takes the context into account, providing relevant and accurate information or advice.

Interoperability: Conversational AI solutions should seamlessly integrate with the EHR and other existing systems, databases, and digital channels.

Data security and privacy: Solutions must protect patient privacy and comply with HIPAA and all other applicable regulations.

Naturalistic interaction: The user experience should mimic human conversation and include an easy, intuitive interface.

Scalability: The solution should be capable of handling increasing volumes of interactions as use cases expand and adoption grows.

Adaptability: A good solution should keep pace with rapidly evolving AI technology and continuously improve over time.

Organizing for success with conversational AI

What health systems should consider as they assess their needs and investigate conversational AI solutions:

- Leadership buy-in. Leadership across the enterprise should understand the value of AI and the importance of investing in the right technology and driving a patient-focused culture.

- Cross-functional teams: Successful incorporation of conversational AI into healthcare operations often requires a cross-functional team of IT professionals, healthcare providers, and data scientists or AI specialists (whenever possible).
- Training and change management: As with any new technology, there will be a learning curve. Successful adoption depends on adequate training and support for staff to manage the change effectively.
- Integration strategy: Small projects or pilots can help health systems learn, adapt, and scale, delivering valuable insights to aid with robust implementation strategies.
- Patient engagement: At its heart, conversational AI is a tool to enhance the patient experience. Regularly gathering patient feedback and making necessary adjustments is key to ensure the technology meets their evolving needs.

Introduction to the report

The Top Conversational AI Companies Report is a resource designed to guide healthcare professionals in their quest for exceptional workforce solutions. This report offers perspective on prominent provider documentation companies as reflected in the client reviews gathered on AVIA Marketplace and presents a selection of leading-edge solutions and companies.

This report is organized around client reviews that provide insight into the impact these solutions have had with the organizations they work with and include concise summaries that could assist in pinpointing solutions tailored to your unique needs. Our [AVIA Marketplace](#) serves as an additional resource, facilitating access to detailed company profiles, verified client lists, comparison of various solutions, and Match Scores to streamline your selection process. For even greater depth, AVIA experts are available through a Marketplace Product Review (for digital health solutions) and AVIA Membership (for hospitals and health systems). Ready to learn more? [Send us a note!](#)

Our methodology

The data that powers this report stems directly from the AVIA Marketplace, informed by reviews and by the number of verified health system clients associated with each company featured in the marketplace. In observance of confidentiality agreements, the complete client lists may not always be available from vendors.

Please note that the data presented is dynamic and subject to change over time. Therefore, we advise that decisions drawn from this information should be made judiciously, backed by thorough consideration.

AVIA's perspective and report limitations

Please note that this information does not reflect the opinions or views of AVIA as a whole, or AVIA Advisory Services. Rather, it reflects data captured on AVIA Marketplace at a point in time. This data is subject to change over time.

We at AVIA acknowledge the diverse strategies hospitals employ when selecting technologies. The reviews herein can offer valuable insight, but we also encourage considering other factors, like EMR integration, experience with clients similar to your organization, or overall market presence, which may prove pivotal in decision-making. We endeavor to provide a comprehensive analysis on these other aspects as well.

Our unique Product Grid, powered by our proprietary Match Score, is a useful tool to consider in your evaluation process. This methodology ensures that the products featured not only meet the buyer's specific requirements but also exhibit solid market establishment.



AVIA Marketplace's top rated conversational AI companies

The top-rated conversational AI companies were the most-reviewed within their product category. Companies in this section have all received the “top-reviewed” recognition and the order does not indicate a ranking.



5.0 ★★★★★ 14 reviews

Hyro, the leading Responsible AI-Powered Communications Platform for healthcare, enables health systems to safely automate workflows and conversations across their most valuable platforms, services, and channels—including call centers, websites, SMS, mobile apps, and more.

Hyro's clients, which include Intermountain Health, Baptist Health, and Hackensack Meridian Health, benefit from AI assistants that are fully HIPAA-compliant, fast to deploy, easy to maintain, and simple to scale—generating better conversations, successful patient outcomes, and revenue-driving insights.



5.0 ★★★★★ 13 reviews

Artera is a SaaS digital health leader redefining patient communications. Artera is trusted by 800+ healthcare systems and federal agencies to facilitate approximately 2 billion communications annually, reaching 100+ million patients. The Artera platform integrates across a healthcare organization's tech stack, EHRs and third-party vendors to unify, simplify and orchestrate digital communications into the patient's preferred channel (texting, email, IVR, and webchat), in 109+ languages. The Artera impact: more efficient staff, more profitable organizations and a more harmonious patient experience. Founded in 2015, Artera is based in Santa Barbara, California and has been named a Deloitte Technology Fast 500 company (2021, 2022, 2023), and ranked on the Inc. 5000 list of fastest-growing private companies for five consecutive years. Artera is a two-time Best in KLAS winner in Patient Outreach.



4.88 ★★★★★ 17 reviews

At Andor Health, our mission is to change the way care teams connect and collaborate. By harnessing machine and human intelligence, our cloud-based platform unlocks data stored in electronic medical records to deliver real-time actionable intelligence to care teams – both inside and outside of their enterprise. By optimizing communication workflows, our solutions accelerate time to treatment, decrease clinician burnout, and drive better patient outcomes. Built on an AI/ML framework, healthcare institutions and clinicians can self-configure the signals and workflow actions as you would any device connected to the internet, and personalize the intelligence they need at the right moment in time to provide better care.



5.0 ★★★★★ 11 reviews

Avo's clinician support platform empowers healthcare organizations to standardize care and reduce burnout by effortlessly incorporating guidelines and protocols into the clinical workflow. By centralizing the latest information and transforming it into actionable tools in the EHR (or outside of it), Avo simplifies everyday tasks like pre-charting, care planning, documentation, ordering, and more.

Avo was built for clinicians, by clinicians. Randomized control trials have shown that Avo saves clinicians 50% of their time on average and has improved admission delays to the ED by 30%. Importantly, nearly 100% of Avo users advocate for more Avo use cases after implementation. At Avo, we believe there is a better way to standardize care – with love, not alerts.



4.94 ★★★★★ 17 reviews

Fabric is a health tech company that powers healthcare providers to move faster, work smarter, and deliver better care through its care enablement system. The system offers three solutions: In-Person Care Suite, Virtual Care Suite, and Engagement Suite.

Leveraging conversational AI and intelligent adaptive interviews, Fabric unifies virtual and in-person care across intake, triage, routing, and treatment while automating workflows for staff. Built by a team of physicians and clinical informaticists, Fabric protocols uphold excellence in care quality while offering omnichannel access for patients. The results

enable clinicians to work 2-10 times faster (dependent on setting), decrease call center volume by 15%, and increase utilization of unfilled visit blocks. Some of Fabric's customers include Luminis Health, OSF HealthCare, MUSC Health, and Intermountain. Fabric is backed by Thrive Capital, GV (Google Ventures), Salesforce Ventures, Vast Ventures, BoxGroup, and Atento Capital.



4.73 ★★★★★ 15 reviews

Get Well delivers digitally enabled, consumer-centered experiences that build lifelong loyalty while deepening patient relationships, improving clinical quality, and growing market share. Get Well seamlessly blends innovative technology and personal interaction to touch every part of the healthcare consumer journey – in the community, at the point of care and beyond. With GetWell Loop, care teams can engage all patients across their care journey through automated virtual check-ins. By sending the right information at the right time, our digital care management software identifies patients in real time who need help. Care teams are able to reach more patients and proactively intervene before costs and complications escalate, and patients feel like their care team is with them every step of the way.



5.0 ★★★★★ 13 reviews

Steer Health is an AI-powered growth and automation platform for hospitals and healthcare organizations. Steer's mission is to drive revenue acceleration and cost savings by reducing the burden on healthcare professionals. With innovative solutions designed to streamline patient acquisition, retention and enhance care, Steer Health is at the forefront of transforming the healthcare landscape.



4.88 ★★★★★ 8 reviews

Alelo combines the latest avatar-based AI technology with research in human learning to help clients transform their education and training.



5.0 ★★★★★ 7 reviews

Ada is a global health company created by doctors to improve human health by transforming knowledge into better outcomes.

We built an award-winning, comprehensive, and easy to use AI-powered symptom assessment, triage enhancement, and care navigation platform. Our competitive strength is our medical knowledge base and probabilistic reasoning engine. This forms the core of Ada's ability to help millions of people manage health concerns reliably and simultaneously.

Ada's solutions support users, medical professionals, payers, businesses, employers, and health systems across the globe to improve outcomes and care efficiency.

Some of the partnerships in the US include Sutter Health, Kaiser Permanente, Jefferson Health, Pfizer, and Novartis.



5.0 ★★★★★ 7 reviews

Trusted by thousands of clinicians and trained on the largest clinical dataset in healthcare, DeepScribe is the most widely adopted ambient AI medical scribe in the world.

DeepScribe allows clinicians to ambiently capture patient visits in real time. Powered by proprietary AI technology trained on millions of real patient visits, DeepScribe automatically extracts relevant medical information from these encounters and classifies it into standardized medical notes directly within a clinician's EHR.

DeepScribe's powerful AI solution enables clinical organizations of any size to focus on delivering exceptional care while saving time, reducing burnout, and increasing revenue and reimbursement.



5.0 ★★★★★ 7 reviews

Mediktor is an empathy-driven AI healthcare assistant that supports users throughout their care journey. With a sophisticated AI engine and custom-designed avatars, it allows natural, engaging conversations in multiple languages. Complemented by Mayo Clinic's content, Mediktor assists patients with a comprehensive platform, enabling more efficient care navigation. Mediktor's customers include health plans, hospitals and health systems, government and public health, and pharmaceutical companies.



5.0 ★★★★★ 6 reviews

Azodha platform transforms the last mile of care delivery, elevating patient outcomes and experience in innovative care models such as hospital-at-home, virtual care, and diverse home-based care strategies. With a buy-to-build approach, our platform serves as a catalyst, facilitating inter-system and point-of-care interoperability, establishing a digital front door and operationalizing generative AI. Azodha empowers organizations to unlock the full potential value of their existing systems, while bridging any gaps to drive innovative, patient-centric care delivery.



5.0 ★★★★★ 6 reviews

Luma was founded on the idea that healthcare should work better for all patients. Instead of a disconnected experience, where patients are forced to be their own healthcare advocates and provider teams struggle to reach their patients, every point along the care journey should be simple, seamless, and effective.

Luma's Patient Success Platform™ empowers patients and providers to be successful by connecting and orchestrating all the steps in the patient journey, along with all the operational workflows and processes in the healthcare ecosystem.

Headquartered in San Francisco, Luma serves more than 650 health systems, integrated delivery networks, federally qualified health centers, specialty networks, and clinics across the United States, and today orchestrates the care journeys of more than 35 million patients.



5.0 ★★★★★ 6 reviews

Orbita is the connective tissue across healthcare communication systems for seamless and personalized patient interactions. We partner with healthcare and life science organizations to implement smart virtual assistants, powered by conversational AI, that engage patients across web, text and voice channels. Our solutions – which meet critical privacy and security standards – help organizations improve operational efficiency by automating workflows as they face the challenges of labor shortages, while also capturing revenue generated by routine, chronic and preventative care.



4.8 ★★★★★ 5 reviews

Avaamo is the leading healthcare Conversational AI platform used by both payers and providers. Avaamo provides a highly secure environment (HIPAA compliant, PHI, PII, PCI, ISO27001, etc) in both text and voice, can be deployed quickly on any channel, in any language, with the vast majority of healthcare use cases already built and ready to be customized to your environment.



5.0 ★★★★★ 5 reviews

Medical Brain is an AI-powered clinical assistant designed to enhance healthcare for both patients and providers. For patients, it offers personalized care by monitoring vital signs, providing health insights, and simplifying the management of appointments, medications, and follow-ups. This ensures proactive care and empowers patients to make informed health decisions. For providers, Medical Brain delivers real-time, data-driven insights to support accurate clinical decisions, streamlines communication within care teams, and automates administrative tasks, allowing more time for direct patient care and improving overall healthcare efficiency.



5.0 ★★★★★ 4 reviews

Aiva is the virtual assistant for healthcare, using conversational control of 25+ inpatient systems to reduce nursing workload and improve patient experience.

Our clients include Cedars-Sinai Medical Center, BayCare Health, Houston Methodist Hospital, Boston Children's Hospital, Jefferson Health and Moffitt Cancer Center.

Aiva Smart Room lets patients control lights, blinds, thermostats and TVs by giving voice commands to enterprise-managed Alexa devices. Making patients more independent improves satisfaction while freeing up nurses to focus on higher-value bedside care.

Aiva Assistant allows nurses and pharmacists to read and write to the EHR, set reminders, access policies & protocols and control patient room environments from anywhere in the hospital. Aiva's mission is to cut by 50% the time staff spend stuck in front of a computer screen.



5.0 ★★★★★ 2 reviews

Memora Health, the leading intelligent care enablement platform, helps clinicians focus on top-of-license practice while proactively engaging patients along complex care journeys. Memora partners with leading health systems, health plans, and digital health companies to transform the care delivery process for care teams and patients. Our platform digitizes and automates high-touch clinical workflows, supercharging care teams by intelligently triaging patient-reported concerns and data to appropriate care team members and providing patients with proactive, two-way communication and support. Memora Health reduces care team notifications by as much as 40% and improves patient engagement and clinical outcomes across diverse populations.



5.0 ★★★★★ 4 reviews

Mobius MD develops mobile apps to address modern healthcare needs. With backgrounds in engineering, psychology, user interface design, and medical practice processes, we create software for busy healthcare providers and their teams. Mobius MD is the Medical Workflow Company.



4.75 ★★★★★ 4 reviews

TQA Healthcare enables healthcare and life sciences organizations to transform the patient experience and reduce costs through increased personalization, intelligent automation, and AI.

The practice's solutions impact patient access, the revenue cycle, order processing, and clinical needs at the most critical stages of the patient journey, resulting in a seamless encounter.

By empowering individuals to actively manage their unique experiences, TQA Healthcare increases the satisfaction of every healthcare consumer: patients, staff, and clinicians. Houston-based, TQA Healthcare is formerly Element Blue.



5.0 ★★★★★ 3 reviews

Clearstep is the preeminent digital self-service triage and care navigation healthcare assistant on the market. It distinguishes itself as the sole AI chat-based triage solution crafted from Dr. Barton Schmitt's gold-standard telephone triage protocols, achieving an impressive accuracy rate surpassing 95%. With the largest health system deployments nationwide, Clearstep collaborates with esteemed institutions like HCA Healthcare, Mount Sinai, Novant Health, Tufts Medicine, Baylor Scott & White Health, and numerous others spanning over 15 states. Clearstep's innovative Smart Care Routing™ solutions empower healthcare organizations to effectively tackle critical challenges such as efficient self-service patient access and care navigation, patient acquisition and retention, call center deflection and automation, and optimizing capacity. Ultimately, Clearstep's solutions pave the way for enhanced experiences for patients and care teams alike.



5.0 ★★★★★ 3 reviews

ReferralMD delivers proven solutions for Digital Front Door, eConsults, Referrals, Faxing and Marketing that help hospitals, health systems, networks, and payers streamline the referral process, decrease patient leakage, and improve communication between providers and patients. The enterprise platform matches patients with the most appropriate providers and closes the feedback loop between providers and patients. The solution's powerful workflow and clinical decision support tools help healthcare providers increase revenue, drive operational efficiencies, and improve customer service.



5.0 ★★★★★ 2 reviews

Kahun's clinical reasoning AI engine navigates within 30 Million mapped evidence-based medical insights to perform gold-standard clinical assessments. Using its evidence based clinical reasoning engine, Kahun helps healthcare organizations maintain a scalable, high value clinical intake process that is transparent and explainable, optimizing physicians overall mind share and documentation time as well as leading to better clinical outcomes.



5.0 ★★★★★ 2 reviews

Elevate medical practice by earlier disease detection and improved diagnosis via more accurate data collection, better risk and symptom assessment, faster charting, and increased revenue by higher level E&M billing. Now, achieve better outcomes in less time for more money.

Discover SOAP, a patented and clinically validated, Epic, AthenaHealth, etc. EHR-integrated, conversational AI-powered patient and physician-facing interface for more accurate patient data collection and analysis; an unrelenting focus on improving patient outcomes and eliminating administrative burdens.

tucuvi

4.5 ★★★★★ 2 reviews

Tucuvi is a HealthTech company that helps healthcare organizations to automate outpatient communication using state-of-the-art voice conversational AI. We have a clinically validated and customizable portfolio of care processes automated, designed to improve the quality of care and increase efficiency in the healthcare system while delivering real value to healthcare providers, payors, and patients, with the highest patient engagement in the market.

GRAPHLOGIC

5.0 ★★★★★ 1 review

Graphlogic provides a conversational AI platform that supports chatbots, voice bots, visual avatars, and combinations of these AI solutions. In healthcare, Graphlogic automates patient support processes including appointment scheduling, confirmations, general inquiries, marketing campaigns, and prescription analysis using OCR. The platform's visual integration module allows for API connections to medical CRMs, enabling it to follow specific business workflows.

isabel

5.0 ★★★★★ 1 review

Isabel Healthcare Inc. was founded in 2000 by Jason Maude and is named after Maude's daughter who almost died after a potentially fatal illness was not recognized. The Isabel engine is the only AI system utilizing Curated Machine Learning and true Natural Language input. Isabel is recognized as the broadest, most accurate tool available for both clinicians and consumers. Isabel Professional is used by clinicians worldwide to build and broaden their differential and improve diagnosis performance of frontline clinicians. The Isabel Symptom Checker/Care Direction patient engagement platform can be integrated into various patient experience workflows (patient portals, home pages, apps, chat/voice, etc.) creating the digital "front door" for patients.



5.0 ★★★★★ 1 review

Backed by our proprietary data analytics engine, MyEleanor detects subtle changes in a patient's voice, listening not only to what patients say, but also how they say it. She can predict risk, triage patients, and send actionable information to care team members so they can spend more time doing what they do best: Caring for patients.

MyndYou has developed the world's most empathetic, fully-present, richly-communicative virtual care coordinator. MyEleanor is an AI-powered care navigator that is able to make thousands of highly personalized phone calls every day; transforming remote care management by overcoming the desperate shortage of skilled nursing staff. Allowing care teams to spend their time on more meaningful patient interactions – and assuring predictable care delivery.



5.0 ★★★★★ 1 review

NICE Systems is a provider of Insight from Interactions solutions and value-added services, powered by the convergence of advanced analytics of unstructured multimedia content and transactional data from telephony, web, email, radio, video, and other data sources.



5.0 ★★★★★ 1 review

Nuance provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for their patients. Nuance healthcare solutions capture and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 healthcare organizations globally. Nuance's award-winning clinical speech recognition, medical transcription, CDI, coding, quality and diagnostic imaging solutions provide a more complete and accurate view of patient care, which drives meaningful clinical and financial outcomes.



5.0 ★★★★★ 1 review

R1 RCM is a leading provider of technology-driven solutions that transform the patient experience and financial performance of healthcare providers. R1's proven and scalable operating models seamlessly complement a healthcare organization's infrastructure, quickly driving sustainable improvements to net patient revenue and cash flows while reducing operating costs and enhancing the patient experience.



5.0 ★★★★★ 1 review

Syllable is a leading provider of healthcare contact center and medical practice automation solutions using conversational AI.

Syllable's product, the Patient Assistant, is used by both hospitals and practices to intelligently route calls more efficiently and provide for automated transactions like appointment scheduling and prescription refill on the phone.

Find your new conversational AI solution.

Conversational AI offers opportunities to dramatically improve low satisfaction rates and reduce negative experiences through timely and personalized patient interactions. These real-time tailored conversations can assist patients throughout their care journeys, from pre-care to follow-ups and ongoing engagement, significantly improving the patient experience. In addition, automated tasks reduce workload on care teams and help health systems scale their services more effectively.

Visit [AVIA Marketplace](#) to explore the companies listed in this report and thousands of other digital health companies and solutions. You'll find verified client lists, use cases, differentiators, and more to help you streamline the vendor selection process and identify companies that can fulfill the unique needs of your health system.