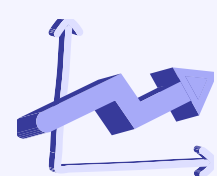


Intermountain Health achieves *multi-digit ROI* using Conversational AI



91%

Routes Successfully
Identified



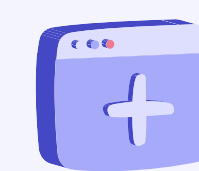
44%

Repetitive Calls
Automated



-85%

Call Abandonment
Rate



79%

Online Goal
Completions

The Challenge: Rising Workload for Call Center

Intermountain Health faced rising call volumes across their multiple call centers. With agents struggling to meet increasing demand, patients found themselves waiting longer on hold, creating a less than satisfactory service experience. Additionally, many structural changes due to M&A work in the last several years resulted in disparate technology solutions and siloed service lines.

The Solution: 360-Degree Automation

Intermountain Health chose best-in-class vendors, including Salesforce, Genesys, and Hyro, to centralize operations and elevate patient experiences. Hyro's seamless integrations, including with Intermountain's Epic EHR, enable a 360-degree view of patient engagement for call center agents, resulting in better service quality.

Hyro's AI Assistants guide patients via responsible, natural language-enabled conversations, resolving their inquiries end-to-end or navigating them to the correct point of care. Having implemented Hyro across their websites, mobile apps, and call centers, Intermountain Health was able to service higher volumes of patient inquiries at a higher quality without burdening staff.

“



Many patient inquiries and tasks can now be resolved end-to-end by Hyro's AI assistants. Patients get what they need quickly and easily without waiting on hold, and agents can focus on the most complex calls.

Craig Richardville, Chief Digital and Information Officer

”

Deployment with Hyro:

Live Channels:

Website

Mobile App

Call Center

AI Skills :



Spot: GPT-Powered Search



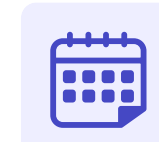
Smart Routing



Physician Search



IT Help Desk



Scheduling Management



Test Results

Integrations:

Epic

KYRUUS
HEALTH

salesforce

GENESYS

CISCO



Weill Cornell Medicine Increases Online Scheduled Appointments *by 47%*



Weill Cornell
Medicine



+47%

Appointments
Scheduled Online



+600%

Avg. Session
Duration



-31%

Website Bounce
Rate



+350%

Average Pages
Viewed per Session

The Challenge: Information Overload

Despite constant improvements to their digital front door, New York's Weill Cornell Medicine (WCM) discovered that online patient services were being underused due to overwhelming amounts of webpages and information. Cluttered website navigation was the key culprit, as patients were finding it difficult to find doctors, book appointments, and access their patient portal.

“



“Hyro’s integration with Epic has been instrumental in enhancing the patient experience, particularly when it comes to booking appointments end-to-end.”

Curtis Cole, CIO, Weill Cornell Medicine

”

The Solution: Online Scheduling

WCM deployed and integrated Hyro's enterprise web AI assistant with their Epic EMR, enabling patients to easily search for physicians by multiple attributes in their own natural language and seamlessly book physician appointments and medical procedures directly within a customized conversational interface.

Hyro's AI assistant helped WCM increase booked appointments online by 47%. By guiding visitors to highly relevant content with ease, WCM's website bounce rate decreased by 31%, and the average number of pages viewed per session ballooned by a staggering 350%.

Deployment with Hyro:

Live Channels:

Website

AI Skills :



Spot: GPT-Powered Search



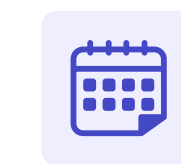
Patient Registration



Physician Search



Location Finder



Scheduling Management



Agent Handoff

Integrations:

Epic

Using Hyro's built-in conversational intelligence, WCM was able to zero-in on the topics that were most pressing for their patients.

64%

were looking
to find a physician

43%

were looking
to schedule an appointment

7%

were looking for information
relating to COVID-19

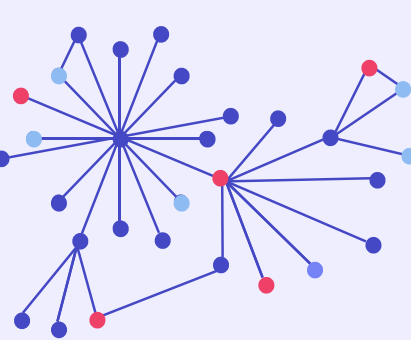
Webpages

CRMs / EMRs

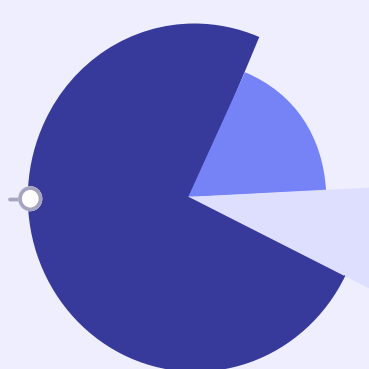
APIs

Databases

CSV Files



hyro⁺
NLU
Engine



1

Hyro scrapes data
automatically from
internal sources

2

Translates
information to
self-updating
knowledge graph

3

Makes it
conversational using
Natural Language
Understanding

4

Generates real-time
insights from
millions of
conversations

