

GoTo Connect CX for Healthcare

Everything Care Teams need to
easily connect with patients



GoTo Connect CX for Healthcare eliminates the fragmented workflows that slow down your practices, unifying patient communication, scheduling, and care coordination into a single secure solution.

Technology that works the way practices do



For Front Desk

Equip teams to handle higher call volumes with less stress.

- AI Receptionist provides 24/7 coverage ensuring no patient call goes unanswered during peak or after-hours
- Mobile App keeps personal numbers private while routing patient calls and texts through the practice number



For Care Teams

Unify patient communications so staff can focus on care without sacrificing productivity.

- Team Inbox centralizes messages with intelligent routing so nothing falls through the cracks during handoffs
- AI Call Logging captures conversations with summaries and sentiment scoring, eliminating repetitive documentation



For Practice Leadership

Turn patient interactions into operational outcomes that improve revenue

- AI-powered analytics provide staffing recommendations and sentiment analysis to identify issues before they escalate
- AI Receptionist deflects routine calls, improving staff and provider utilization without adding headcount



For IT Admin

Deploy faster, manage less, and maintain HIPAA compliance.

- Cloud-based deployment means faster onboarding and minimal maintenance
- Unified platform with encrypted data and audit trails supports HIPAA compliance while reducing both security complexity and infrastructure overhead

Features Checklist

Cloud Phone System

Call from Any Device, Anywhere	✓
24/7 Customer Support	✓
Existing Number Porting	✓
Local, Toll-Free, & Vanity Numbers	✓
Toll-Free Minutes	1,000 free minutes shared across account (\$0.019/additional minute)
International Calling	50+ countries included free (additional countries charged per minute)
Smart Call Routing	✓
Auto Attendance Recorded Greetings	Unlimited
Customizable Dial Plans	Unlimited
Ring Groups	Unlimited
Call Queues	✓
Hot Desking	✓
Emergency Calling (E911)	✓
Virtual Fax Manager	✓
Voicemail to Email	✓
Call Handling & Recording	✓
Paging	✓
Intercom	✓
Multi-Site Compatible	✓
Mobile Application	✓
Attendant Console	Unlimited

Meetings and Messaging

Team Messaging with File Sharing	✓
SMS & MMS	✓
SMS Credits	1000 per user
SMS Overage	\$0.0055 per credit
Automated SMS Messages	✓
Video Meetings	Up to 250 meeting participants
Local and Cloud Meeting Recording	✓
AI Meeting Summary	✓
Closed Captioning	✓
End-to-End Encryption for Video	✓

Meetings and Messaging

Flexible Layout	✓
Smart Notes	✓
Meeting Co-Organizers	✓
Meeting Transcriptions	✓
Localized Transcripts	✓
Miro Integration	✓
Breakout Rooms	✓

Inbox Tools (Individual and Team)

Shared Inbox	✓
Custom Surveys	✓
AI-Powered Messaging Assistant	✓
WebChat Channel	✓
Facebook Messenger Channel	✓
Instagram Messenger Channel	✓
WhatsApp Channel	✓
SMS & MMS Campaigns	✓
Campaign Templates	✓
Custom Contact Fields	✓
Contact Segmentation	✓

Analytics

Call Routing Optimizer & Analytics	✓
SMS/MMS Volume and Delivery Status	✓
SMS Usage Reports	✓
Proactive System Alerts	✓
Real Time & Historical Reports	✓
Customizable Dashboards	✓
Call Reports	✓
Interaction Details	✓
AI Summaries	✓
AI Transcriptions	✓
AI Sentiment & Trend Analysis	✓
AI Topic Flag Detection	✓
AI Chat Analysis	✓

AI Receptionist

Credits	100 credits per account per month (credits = 1 minute or message)
Credits Coverage	\$0.28 per credit
Interaction Rules	✓
Escalation Rules	✓
Information Capture	✓
Call Reason Identification	✓
Advanced Knowledge Base	✓
Common FAQs	✓
Custom Greetings	✓
Transfer by Topic	✓
Transfer by Name	✓
Real-Time Analytics into Performance	✓
Multi-language Support	✓

Administration

System Health Dashboard	✓
Single Sign-On	✓
Call Management and Phone System	✓
Multi-Site Admin and Management	✓
Device Management	✓
Admin GoPilot	✓
AI Text-to-Speech Sound Clips	✓
Custom Roles & Permissions	✓
Real-Time Admin Audit Log	✓

Integrations

AI Call Logging	✓
Click-to-Call	✓
Screen Pop	✓
Contact Sync	✓
Voicemail Transcript	✓
Text Reminder	✓
Message History	✓
Inbox History	✓

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