

Data Sheet

GoTo Connect for Healthcare &



Your practice runs on athenaOne. Your patient communications system should too.

GoTo Connect for Healthcare is the only UCaaS platform with a native athenaOne integration. Every interaction is automatically connected to the right patient record so you're not just answering calls faster, you're capturing every opportunity, eliminating manual work, and keeping your practice running efficiently.

- ☒ Calls, texts, and voicemails unified in one platform, automatically connected to the patient record in athenaOne.
- ☒ No middleware means fewer security gaps, simpler compliance and no additional data exposure.
- ☒ A single BAA means no juggling separate vendor compliance contracts.



Missed calls = Missed revenue

Across practices of every size, disconnected systems are draining **\$440K-\$899K*** in revenue every year, simply because calls go unanswered.

44%* of smaller practices are still manually following up on every missed call.

*Source: Healthcare Dive

Every call answered. Every slot filled. One platform.



24/7 Availability

Books appointments your team would miss after hours and on weekends.



Direct Sync

Every booking confirmed in real time. No middleware, no third-party layer.



Captured Revenue

Turns after-hours and overflow calls into confirmed appointments.

Everything included with the athenaOne integration:

AI Call Logging

Automatically captures conversations with intelligent summaries, sentiment scoring, and topic extraction. Leadership gains visibility into every interaction while staff eliminate manual note-taking.

Click-to-Call

Reach any patient directly from their athenaOne record with one click. No going back and forth between systems. Care teams maintain context and reach patients faster.

Text Reminders

Sends automated appointment reminders based on the schedule. Patients can confirm, cancel, or request changes via text, reducing no-shows and protecting revenue.

Contact Sync

Keeps patient information current between GoTo Connect and athenaOne automatically. When details change in one system, they update everywhere.

AI Scheduling

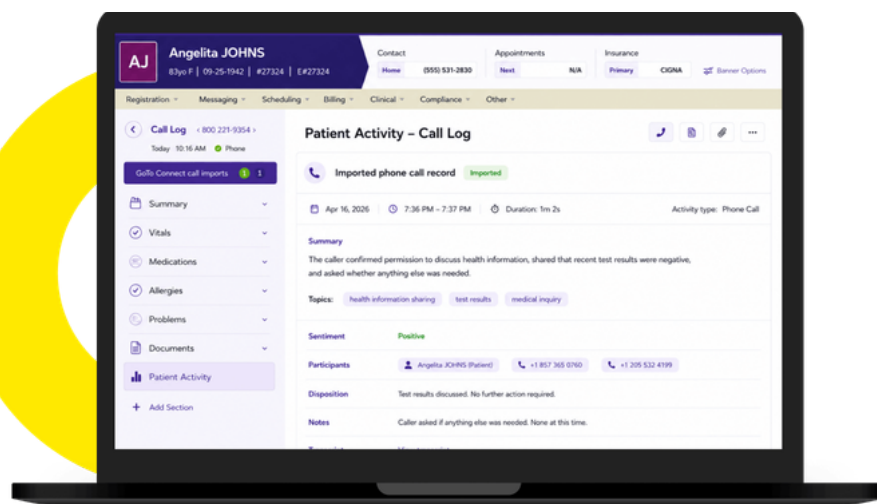
Automates appointment booking, rescheduling, and cancellations 24/7. Practices capture every booking opportunity and increase billable hours while clinical urgency calls always reach a human.

Screen Pop

Opens the correct patient record the instant a call connects. Staff see the full patient context before saying hello, enabling faster and more informed conversations.

Dynamic Call Routing

Intelligently routes calls based on patient data in athenaOne. Calls reach the right person first time, meaning fewer transfers, faster resolutions, and happier patients.



Built for the whole practice:

GoTo Connect for Healthcare with athenaOne delivers measurable value across every role in your practice. From first call to follow-up, every interaction is connected, logged, and handled without adding extra steps for your team.



Practice Admins

Capture every missed call, fill every slot, and see exactly what's happening across all your locations in one place.



Front Office

Handle fewer routine calls with full patient context on every interaction, without learning a new system.



Providers

Arrive to a full schedule with every call automatically logged and patient records surfacing instantly.



Patients

Book, reschedule, or cancel any time, in any language, and always reach the right provider.

Secure by design. Simple to manage.

One BAA covers your platform, AI, and athenaOne integration. No separate compliance contracts and no new vendors added to your compliance footprint.

- 1 No middleware, fewer risks.** Patient data flows directly between GoTo Connect for Healthcare and athenaOne via encrypted channels using FHIR standards, no third-party layer, and no additional exposure.
- 2 Access controls and audit trails.** Role-based access ensures staff see only what they need, with a complete record of every interaction.
- 3 Fast to implement, easy to manage.** Point-and-click setup on athenaOne means no PS engagement, no implementation project, and one support team when you need help.

Interested in learning more?

Visit GoTo.com/solutions/healthcare/integrations/athena

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